Covert ALPR Exoskeleton Customer Success Guide

Vetted Covert Enclosure · https://vettedsecuritysolutions.com/docs/covert-alpr-exoskeleton-customer-success-guide/

Thank you, and congratulations on the purchase of your new Vetted Covert ALPR Exoskeleton. 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.

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 Covert ALPR Exoskeleton delivery location
- Coordinating Covert ALPR Exoskeleton delivery instructions
- Receiving a signed Bill of Lading from the customer

Vetted Security Solutions Support

The Vetted Security Solutions Support team is committed to answering all your day-to-day questions as quickly as possible. Please see the steps below for the support process:

1. Go to https://vettedsecuritysolutions.com/support/
2. Click on the "Support Ticket" Icon
3. Choose from the following options: LPR Technical Support, License Key Request, Account Management, CCTV and Surveillance, Thermal Camera Support, or Other Questions

4. When opening a support ticket, if you have multiple physical sites and or equipment impacted, please create an individual ticket for each. Do not bundle multiple different physical sites/equipment in the same support ticket.
5. Please provide the following information: Your Name (Contact Name), Phone Number, Email, Company/Department, a summary, and a detailed description of the issue you are having. Attachments are optional
6. Press send to notify our help desk, and a confirmation email will be sent to the email address that you have provided
7. Once the ticket is updated/ or closed, it will send you an email notifying you that the support request has been modified/ or completed

For issues requiring immediate technical support, please call the Vetted Security Solutions office number at (727) 440-3245 Ext 1.

Receiving your Covert ALPR Exoskeleton

This guide provides general guidance and understanding of the delivery process for your new Covert ALPR Exoskeleton 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: *A Forklift is recommended for unloading. It is possible to unload by hand if a forklift is not available. If unloading by hand, use the handles located on the side of the Covert ALPR Exoskeleton. Due to the product's weight, please use caution and safe lifting practices.*

Please Note: *On some occasions, third parties outside of Vetted Security Solutions will be required to unload in the event a loading dock is not present. Coordination between 3rd party organizations required for unloading is the responsibility of the customer.*

Customer SIM Card and/or Config File:

Vetted: Email from the production team will provide the device IMEI and give the option to mail a static SIM card from the end-user during the build process.. Production will also request the agency LEARN Config file for the trailer prior to shipping.

Customer: Provide SIM Card to production during the standard production cycle. Provide CDMS or CDFS (whichever is applicable) config file during the standard production cycle.

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 Covert ALPR Exoskeleton 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 coordination of delivery. Please ensure our team has at least one primary and one alternate POC.

Accepting Covert ALPR Exoskeleton Delivery:

Vetted: Provide Driver ETA and contact information to RSM, CSM, and End User POC.

Customer: Once the delivery truck has arrived, visually inspect all components prior to and during the unloading process to verify no damage was incurred during shipping.

Please Note: *Any damage noticed, please note on the Bill of Lading (BOL) or Delivery Form. For any severe damage, immediately contact the Vetted team before signing BOL paperwork for additional instructions.*

Post delivery:

Customer: After taking delivery and physical inspection of the Covert ALPR Exoskeleton there are a few things you will need to do to get your Covert ALPR Exoskeleton operational.

1. Verify all electronic components power up. Refer to the Covert ALPR Exoskeleton Quick Start Guide for powering on your equipment.

2. Take the Certificate of Original Manufacturing Origin to your local DOT Office if permitting is necessary in your region.
3. Add the Covert ALPR Exoskeleton to your insurance policy if so desired.

Covert ALPR Exoskeleton Pre-deployment Setup

Once the Covert ALPR Exoskeleton has been unloaded, and administrative paperwork managed, it is time to begin getting your Covert ALPR Exoskeleton ready for initial deployment.

The Covert ALPR Exoskeleton and battery bank extender (if applicable) will need to be plugged into shore power and left to charge for a full 24 hours using the Victron smart charger provided.

Use the Victron smart charger you received with the shipment to connect the Covert ALPR Exoskeleton to shore power. It will plug into the grey Anderson plug located at the bottom of the unit.

Ensure only 1 Covert ALPR Exoskeleton is plugged into each outdoor plug location.

Attaching two Covert ALPR Exoskeletons to a single outdoor plug will trip the breaker and prevent the Covert ALPR Exoskeleton from charging. Do not use power strips or lightweight extension cords.

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 Covert ALPR Exoskeleton. Vetted Support can provide you with the IMEI number. It should also be listed on the label inside of the lid. 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 Covert ALPR Exoskeleton 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.*

Once the Covert ALPR Exoskeleton has charged and the SIM card is installed, reference the Covert ALPR Exoskeleton Quick Deployment Guide to link your LPR to its database.

Choosing a Covert Shell

Vetted Security Solution’s Quick Deployment guide was designed with flexibility in mind, allowing you to customize its external appearance to integrate with your environment seamlessly. Selecting the correct shell is a key aspect of this customization, and obtaining the shell is the responsibility of the

customer.

Once you have decided on the shell that aligns with your needs, you will be required to cut out a viewing window for the camera. It's crucial to keep the window as small as possible while ensuring it doesn't obstruct the camera's field of view or the IR illuminators. This approach guarantees that your product remains covert and secure.

Electrical Requirements and Run Time Calculations

The Covert ALPR Exoskeleton has its own internal battery bank. Additional battery bank extenders and solar add-ons are available as upgrades.

Sample run time calculations are shown below: *Please note: For all LiPo4 use 90% discharge number**

Covert ALPR Exoskeleton Main with no battery Extenders and No Solar panels



Covert ALPR Exoskeleton Main with Battery Extender No solar panels



Please note: *The above calculations are estimated with no solar panels attached and at the beginning of the battery's life. Run time with Solar panel attachment will vary drastically depending upon location and the type of solar panels used. For calculations specific to your geographical location reach out to your Account Manager.*

When your batteries need to be recharged, they can be charged using the Victron Smart Charger provided upon delivery. It is always recommended to allow a full 24-hour charge.

A best practice is to regularly cycle batteries and allow them to go through a discharge/charge cycle.

Please note:All batteries are considered maintenance items and only a limited hardware manufacturer warranty is included.

Covert ALPR Exoskeleton FAQ’S

What voltage is my Covert ALPR Exoskeleton?

Vetted Covert ALPR Exoskeletons come - 24V DC. All Covert ALPR Exoskeletons will have a Victron Smart Charger for charging via shore power.

What is the battery life expectancy for my Covert ALPR Exoskeletons?

This can vary based on battery maintenance. Examples of this would be allowing to run through proper cycles, not leaving batteries in dead conditions for extended periods of time, and occasional connection to AC power for high amp charging. Typical life expectancy with proper maintenance is 5-7 years on LiPo4. Batteries will continue operation but run time may be severely impacted past that time.

My Covert ALPR Exoskeleton is not running for the expected amount of time, what are the remedies?

All Covert ALPR Exoskeletons have detailed logs showing run times and charging history over time. Please first verify the unit has been charged by plugging it into power and checking for the voltage displayed on the voltmeter to rise. If the Covert ALPR Exoskeleton is plugged in and this does not occur, please contact Vetted Support.

Support Process

We have multiple options when technical support is required. The Covert ALPR Exoskeleton will have a QR code to 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.
https://vettedsecuritysolutions.com/support/

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.