

ARTECO-MSP



- VIDEO-BASED SUPPORT TOOL
- REMOTE AUDIO/VIDEO ACCESS
- BI-DIRECTIONAL AUDIO
- MULTIPLE WIRELESS OPTIONS
- RECORD SUPPORT SESSIONS

ARTECO-MOBILE SERVICE PACK (MSP) is a video solution specially designed for remote access to technical situations. It allows senior-level assistance to the field from base locations insuring that your best technician is everywhere.

ARTECO-MSP allows personnel in the field to be the eyes, hands and ears of high-level technicians at a central location for routine maintenance check-ups or to diagnose problems prior to sending technicians on-site. The ARTECO-MSP includes a touch-screen tablet PC, a USB Camera, Audio Headset with Microphone, and a hard-shell protective case designed to be worn as a backpack.

ARTECO-MSP is accessed through ARTECO-LOGIC, the enterprise-level Video Management Software sold to the global Physical Security market for nearly 10 years with installations in Utilities, Metro Transit Systems, Hospitals, Banks, Universities, and Corporate Campuses throughout the world.

Depending on connection bandwidth, high-level technicians can manage countless support situations simultaneously through ARTECO-LOGIC without ever leaving the office.

Four Steps to Remote Support with ARTECO-MSP:

1. **Request for Support:** Personnel in the field (Customer or Installer) power on the network connected ARTECO-MSP, and request for help with a click of the on-screen button.
2. **Initiate the Support:** Remote Technician receives an alert on ARTECO-LOGIC detailing location and time of the support request and "calls" out to the on-site ARTECO-MSP who accepts the call.
3. **Support Session:** The on-site personnel uses the ARTECO-MSP to place the camera in the proper position as directed by the Technician with the 2-way communication feature. The Remote Technician talks the on-site personnel through the support session and solves the issue.
4. **Ending the Session:** The support session is terminated by the Remote Technician by simple click of the mouse to end the call. The video is removed from the session of ARTECO-LOGIC and the ARTECO-MSP is shut-down by the on-site personnel.



YOUR BEST TECHNICIAN IS EVERYWHERE

HARDWARE FEATURES

Arteco-Mobile Service Pack

- 1 Input mini PCMCIA
- 2 USB2.0 ports
- 1 VGA output
- 1 Input for SD (up to 32GB)
- 1 Ethernet 100Mbps port
- 1 Audio jack 2.5mm output
- 1 Microphone 2.5mm input
- Processor: 1.2 GHz - 1 Gb RAM - 16 GB SSD hard drives
- 12Vdc, 3A

UMTS/GPRS Modem (USB)

- HSDPA/UMTS: 3GPP R99, R5 (2100MHz)
- GSM/GPRS/EDGE: 3GPP R99 GPRS (Bands: 850/900/1800)

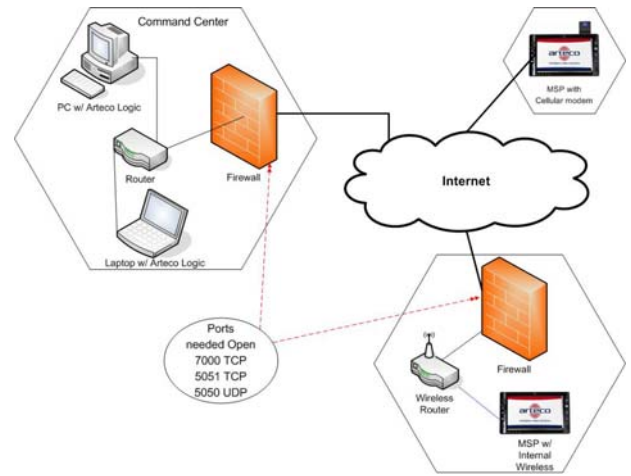
SOFTWARE FEATURES

- Unique remote interface
 - Video compression Codec
 - MJPEG and MPEG4
 - Display resolutions and registration:
 - 4 CIF (640 x 480) max
 - Maximum display frame rate recording
 - 12 fps @ CIF (with MPEG-4)
 - 4 fps @ CIF (with M-JPEG codec)
 - Maximum frame rate display (depending on band)
 - 12 fps @ CIF (with MPEG-4)
 - 4 fps @ CIF (with M-JPEG codec)
 - For each channel independent regulation of:
 - Resolution
 - Frame rate
 - Quality
 - 7x7, 6x6, 5x5, 4x4, 3x3, 2x2, 1 image/s
 - Pop-Up of the view concerned
 - 3 event notifications:
 - Visual: red frame of the image, event log
 - Acoustic: WAV, MP3, PC buzzer sounds
 - E-mail: HTML with pictures and text
 - 3 levels of user rights
 - User, Power User, Administrator
 - Access authorization from ARTECO-LOGIC or ARTECO-MOBILE
 - 2 simultaneous connection
 - 3 user accounts
- Upgrade of simultaneous connections and additional users (optional)

ELECTRICAL & PHYSICAL SPECS

- Power: 110-240 Vac / 12 VDC
- Operating Temperature: 0° to 40°C, RH Max 80% NC
- Dimensions in mm.: L=200 H=120 P=25
- Weight: 0.8 kg
- Battery Life: 3 Hours

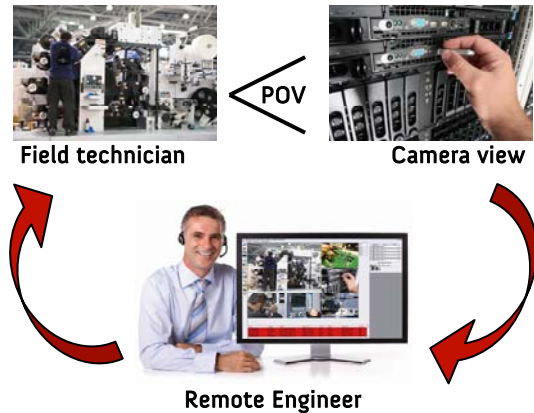
HOW IT WORKS




ARTECO-MSP




EASY REMOTE ASSISTANCE



ARTECO VISION SYSTEMS

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