



This document is an explanation of the procedure we follow and the detailed documentation we provide to complete the programming for your system.

System Quote: Your proposal, including development, programming, staging and onsite time, is delivered to you. Upon approval, the schedule is confirmed, the hardware protocol is researched, and touchpanel development begins.

Interface Design: The unique Graphic User Interface is developed based on available system documentation, your client's brand identity, and our graphic libraries.

Testing: Upon completion of the system programming, each project is tested internally using our vast array of control system test equipment. Problems are identified and addressed prior to delivery.

Install (by others): When the cables are terminated and each piece of equipment is installed in its final location, the system should once again be tested to ensure proper operation. A punch list should then be generated to identify any outstanding issues.

Remote Support: If any open items, within the scope of the project, are identified they will be addressed and remote phone support will be provided. Onsite support may also be arranged.

Warranty: After conclusion of your project, there is a reasonable grace period during which any final issues may be raised.

Request for Services: Your project needs, equipment lists, and functional diagrams are analyzed to determine an initial scope of work for your project.

Hardware R & D: Hardware control protocol is compiled by either drawing from our extensive library or by contacting the manufacturer directly. Based on the technical information related to the equipment, system programming research is initiated in relation to the system application.

Control Functionality Specification (CFS): The CFS is a complete button-by-button, screen-by-screen description of your entire audiovisual system. Switcher routing, port designations, device types, model numbers, and control methods are clearly laid out so you can quickly and easily approve your system before programming begins.

CFS Approval & Programming: Following your approval of the control functionality specification, our engineers write the complex code that brings your system to life.

Staging: To ensure that every aspect of the project is in perfect working order and to maximize efficiency and speed of installation, we will assist in testing the system prior to delivery to the client.

Onsite: In order to ensure proper operation of the system to the satisfaction of the client and to address any outstanding issues, onsite support is arranged once the system has been completely installed and tested.

Completion: Once the onsite support has been completed, the system is signed off and the warranty period begins.

File Storage: In case you later need repairs, upgrades, or modifications, all of your documents and files are stored on our server and remotely backed up to preserve your exact project specifications.

