



Video Surveillance Feature Focus

One Plug Auto Service (OPAS)

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The Feature

One Plug Auto Service (OPAS) is a feature unique to Promise's video surveillance solutions which is designed to offer a new level of user convenience that also helps reduce maintenance complexity and streamlines technical support. OPAS helps users easily collect all the necessary logs and data for the Promise support team to analyze the status of Vess A-Series NVRs.

The Challenge

With other solutions, if there is an issue on site with the product the customer will first contact tech support for help. There will be a long back and forth between the customer and the support staff trying to identify what the issue is. Since the customer is not an expert, they need to have their well-trained technician come in to wire a serial cable to the system to type in a command to get a system report. Finally, with the system report the customer can go back to support to try and identify the root cause and fix the issue. This can take a lot of time and in video surveillance the client does not have time to spare!

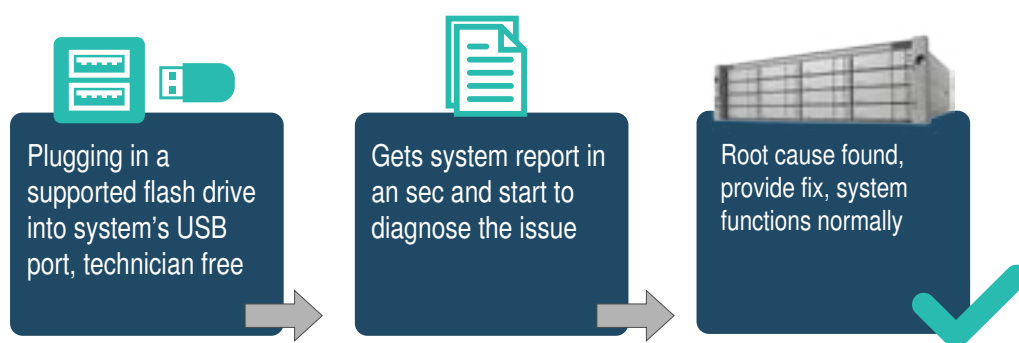
GENERIC WORKFLOW



The Fix

With OPAS, the process is greatly simplified. If there is any sort of issue with the system the user can simply plug in a USB memory stick to the Promise Vess NVR or storage and the system report will be automatically retrieved. Even an untrained member of the security team can accomplish this without fear of human error. This is a handy feature if the systems are located in facilities with tight security restrictions on outside personnel, like in a bank. OPAS also greatly speeds up the process so the root cause can be identified more quickly and the issue can be resolved.

OPAS WORKFLOW



OPAS on the Vess R2000 Series can be used for more than just support issues as by simply plugging in an USB, firmware can be automatically upgraded, initial set up is much faster and simplified through scripted configuration uploads, and system passwords can be reset.

Learn more at:

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