

AGSC Policy on IOCOM Installations

User Responsibilities

Prior to the installation of an IOCOM Access Grid node users should have an understanding of the product they are purchasing and at which point the installation should be considered to be complete. Please see the checklist below as a guide during the installation to help understand when a system can be signed-off as complete. We recommend only signing off an installation after testing with the AGSC and when the new system is ready to use without any further configuration. Organisations that purchase an AG node should include user training as part of the package if their users do not have previous experience.

Installer Responsibilities

Installers are expected to be trained to a high standard to ensure they are able to competently install an IOCOM Access Grid node. They should arrange a node QA test with the AGSC to provide proof that the installation is working properly. Providers/resellers will be informed of any installers contacting the AGSC who seem to be lacking in the skills necessary to complete an installation through to sign-off.

Limits of Service

Installers are asked to contact the AGSC for a node QA test to ensure their installation is working. We are unable to provide in-depth assistance to installers who lack proper training or experience to complete an installation. If a user calls the AGSC and their new setup has not received a positive node QA test they will be asked to contact their provider/reseller for another site visit. We are unable to provide user training in place of proper product training by a provider/reseller.

How we can Help!

The AGSC has online documentation and various self-tests for users and installers as well as our standard node QA test. We are also happy to help with any fine tuning required. We are of course more than happy to assist with issues after the installation is complete.

Installation Checklist

The following is a list of the elements of a normal installation of an Access Grid node:

1. Installation of AV components:
 - a. cameras
 - b. microphones
 - c. projectors
 - d. echo-cancellation devices
 - e. other AV equipment such as amplifiers, mixers and AV switches.
2. Configuration of AV components
3. Connectivity of the AG computer to the AV components (including installation/configuration of control equipment such as device controllers, touchscreens, etc.)
4. Configuration of AG software
5. Testing
6. Basic training:
 - a. operation of equipment
 - b. AG operation
 - c. maintenance of equipment