Core Package Service Level

Includes 3 service levels: Intrusion, Intrusion IP, Video

Service Level

Core Intrusion: Connectivity to the UltraSync™ server support Core intrusion services (cellular, IP).

Core Intrusion IP: Connectivity to the UltraSync™ server support Core intrusion services(IP only for xgenConnect).

Core Video: Connectivity to the UltraSync™ server via the Ethernet cable support Core Video services.



Details

- Web-portal to provision connected Devices (incl. User mngmt, Support Content Library, basic operational Dashboard)
- User Mobile App Support through UltraSync including Push notifications (problem will be solved by adding cellular path for intrusion)
- Remote maintenance and configuration through Ultrasync Web Portal (Video)
- User Unified Mobile App (w/o Video Verification Push Messages)
- Remote maintenance and configuration through Client Config SW
- Single Path IP only or Buy your own SIM card (BYO SIM)
- Event Transmission over OH to CMS is allowed only via selfmonitoring option under Core Service
- Cloud connectivity (No Port forwarding required & VPN & Encrypted communication)
- Site Details Overview (Blue colored)

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Technical specifications

General

Software type	UltraSync Connected Services (UCS)
Supported technology	Fire, Intrusion, Video
Supported hardware	UltraSync Empowered

Software details

Software architecture	Client, Server
Supported browsers	Chrome, FireFox, Internet Explorer, Microsoft Edge, Opera, Safari
Language user interface	Danish, German, English, Finnish, French, Italian, Dutch, Polish, Portuguese, Swedish

System requirements

Supported operating system	Android, iOS, Linux, Mac OS X, Windows

Regulatory

Certification	EN50131-1

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