

DOMERA® OS Support and License Interval

Overview of available Dallmeier support services for cameras with DOMERA® OS operating system

		Basic	Premium
Functions	Edge VCA Motion Detection	●	●
	Series 5000 - Use of the Edge VCA functions	●	●
	Series 6000 - Use of the EdgeAnalytics AI Apps (essentials)	30 days test version (accumulative)	●
	Distribution of certificates with Dallmeier Device Manager	12 month included	●
Know-How Transfer	Download Center (Without registration - documentation, whitepaper, etc.)	●	●
	Business Club (After registration - webinars, how-to videos, etc.)	●	●
Support Contact	Ticket System Basic (24/7 online, response time Monday-Friday <48 hours)	●	●
	Ticket System Premium (24/7 online, response time Monday-Friday <24 hours)		●
Problem Solving	Remote diagnosis via hotline and Bomgar		●
	Troubleshooting via hotline and Bomgar		●
Maintenance	Bug-Fixes (DOMERA® OS)	●	●
	Security-Fixes, Updates and Upgrades (DOMERA® OS)	12 month included	●
	Updates (AI analytics neural networks)	12 month included	●
	Update with Dallmeier Device Manager for individual cameras	●	●
	Update with Dallmeier Device Manager for multiple cameras simultaneously	12 month included	●



See more.