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City of Killeen Police Department
Real Time Crime Center Build Out

QUO-90052-Q0X2W0
Diversified Mission Critical Environments

July 12, 2024 v1

Valid for 90 Days

July 12, 2024

Pedro Lopez, Chief of Police
City of Killeen
802 N. 2nd Street, Building G
Killeen, TX 76541

Subject: Killeen PD Real Time Crime Center – Diversified Mission Critical Environments Proposal

Chief Lopez and Team,

Thank you for the opportunity to serve the City of Killeen Police Department as you serve and protect the community in a manner that preserves the public's trust. You tirelessly uphold the principles of justice, protecting the innocent, and holding those who violate the law accountable. The pillars of the 21st Century Policing Report serve as the foundation of your commitment to Community Policing. The establishment of your Real Time Crime Center (RTCC) will further the trust you build with the community, increasingly promote transparency, and create a safer, more inclusive community for everyone you serve. Your work is vital to the Killeen, Bell County and Fort Cavazos community!

At Diversified, we leverage the best in technology and ongoing advisory services to transform businesses and operations. Our comprehensive suite of solutions is engineered to help our clients build connections that make a difference – whether by inspiring viewers, engaging associates, motivating audiences, streamlining and safeguarding operations, or saving lives. We connect people, technology and experiences, where and when it matters most. Founded in 1993, we're a global organization serving local needs with associates worldwide.

Mission Critical Environments (MCE) is a division of Diversified's Critical Infrastructure Group that specializes in solutions for complex, high-stakes environments such as 9-1-1 centers, emergency operations centers, real time crime centers, DOD command and control centers, data centers, and other mission-critical facilities. More information follows herein. This specialized team is dedicated to helping clients like the Killeen PD achieve their operational objectives by delivering innovative, reliable, and secure solutions for mission critical environments.

Executive Summary

Diversified will be responsible for the design, construction, installation, and integration to provide a turnkey solution for your new RTCC. The scope of the solution includes command center design-build thought leadership, consultation, proactive project management, facility layout and design development, installation of a 5x2 video wall, installation of six (6) operator consoles and 24/7 seating, installation of audio systems, AV cabling, system integration, system testing, system training, and integration with FUSUS's open and unified intelligence technologies.

KPD's new Real Time Crime Center (RTCC) will be built as a state-of-the-art Command and Control environment that uses a combination of technology and design to foster a collaborative work environment that is equally designed for daily operations and collaboration as it is for crisis management and day-to-day operations. The Command Center integrates the strengths of reliable products designed and built for mission critical, 24/7 environments while serving as a scalable foundation to introduce new technologies in the future. Major components include ultra-narrow bezel displays, advanced video wall processing, audio processing, HD video conferencing, and multi-format, encoded asset distribution. These tools will be managed by a powerful and intuitive custom control system user interface that is built specifically for Command Center environments. The project will include a technology refresh of the Chief's Conference Room and allow for the created common

operating picture to also be shared out to the Chiefs' and Commanders Offices. As you continue to invest in operations centers within the city (e.g. the EOC, backup PSAP and more) they will have the ability to share and receive assets and display wall information with remote centers from around the facility, partner agencies, or county.

Diversified will bring drive, integrity and attention to detail to the project Team. We will carefully coordinate with all Stakeholders including PD Leadership, Operations, Investigations, Support Services, City IT, Facilities, your electrician and any others. We will design, engineer, implement and support your 24/7 mission critical visualization, collaboration and operator efficiency technologies to include on-site commissioning, on-site training and day two support. We will integrate operator consoles with no-fail technology integration and matching conference/general furnishings that will empower the RTCC staff to perform their vital work effectively and comfortably.

Please refer to the detailed scope of work (SOW) provided in the following pages for a review of all included technologies and systems. We have also included data sheets in the appendices for key technology elements and additional information and drawings for console furniture products.

Price Proposal

The proposed pricing is based on our TIPS Contract 230901 for Audio Visual Equipment, Supplies, and Services. All City of Killeen POs shall reference TIPS Contract 230901.

Please refer to the pricing section of the proposal for line-item detail costing breakdowns of the proposed solutions. The total project cost is $621,412.33.

Additional Comments

Diversified is one of the largest international broadcast and audiovisual technology integration firms. We bring unmatched technical expertise and financial stability to your Team. We have been trusted by your peers including Dallas PD and the FBI with projects in the value range of $2M and $20M, respectively.

Diversified has staff and operations throughout the TX Triangle. As an example, we are actively engaged with UT Austin building their new in-house broadcast system, supporting their move into the SEC and giving the Moody School of Journalism students hands on the best of real-world technology. We are also the master technology integration firm for Texas A&M Sports! The Mission Critical Environments (MCE) Design Engineers supporting your project are TX Local. Michael Reilly lives in Conroe and Robert Dennis lives in Killeen. The Diversified MCE integration hub where your offsite rack integration will occur is in Houston. Although the pool of staff we can and will draw on is geographically dispersed around the country, we are in your backyard!

I have had the opportunity in my career to contribute to the development of a number of RTCCs. The work you will do here is truly amazing and I am committed to ensuring that your project goes smoothly, that the RTCC Operators will have an excellent experience in working with our integrated technologies and furnishings, and that you are extraordinarily proud of the outcome.

Please contact me with questions or concerns on cell at (602) 380-6322 and email mgawin@onediversified.com.

Thank you, Chief Lopez and Team!

Matt Gawin, CTS

1   Company Overview

The Diversified Story

Diversified is enabling our digital future — connecting people, technology and experiences, where and when it matters most. We believe in harnessing human imagination to drive digital innovation. From energizing crowds at the largest stadiums, to broadcasting the latest news, to connecting global enterprise teams, to inspiring retail shoppers, to supporting crises management, our global technology solutions are experienced by millions every day.

The requirements for facilities, operations, marketing and IT are bigger and more complex than ever, but when done right, communications technology empowers human connection by removing the constraints posed by physical distance. Whether it's delivering a message, powering business, celebrating fandom, and even saving lives - there is a lot at stake.

We understand your need to demonstrate the value of next generation technology to key organizational stakeholders. We engineer future-thinking solutions in collaboration with today's best in class hardware and software partners. Whatever the vision and specs, we deliver.

Founded in 1993, we have 2,500+ employees in 30 locations worldwide. We're a global organization serving local needs. Even with more than 20,000 successful projects deployments a year, we proudly maintain a 94% client satisfaction rate.

FOUNDED	EMPLOYEES	REVENUE	FINANCIAL STRENGTH Z-SCORE
1993	2,800+	$1B+	3.19

TECHNICAL PROFESSIONALS
75%

- **5** Network Operation Centers
- **300,000** Monitored Endpoints
- **350** Vehicles Serving Clients
- **30,000** Integrations/Year
- **94%** Customer Satisfaction*
- **.64** Safety Experience Modification Rate

*Based on our internal client survey on integration and service.
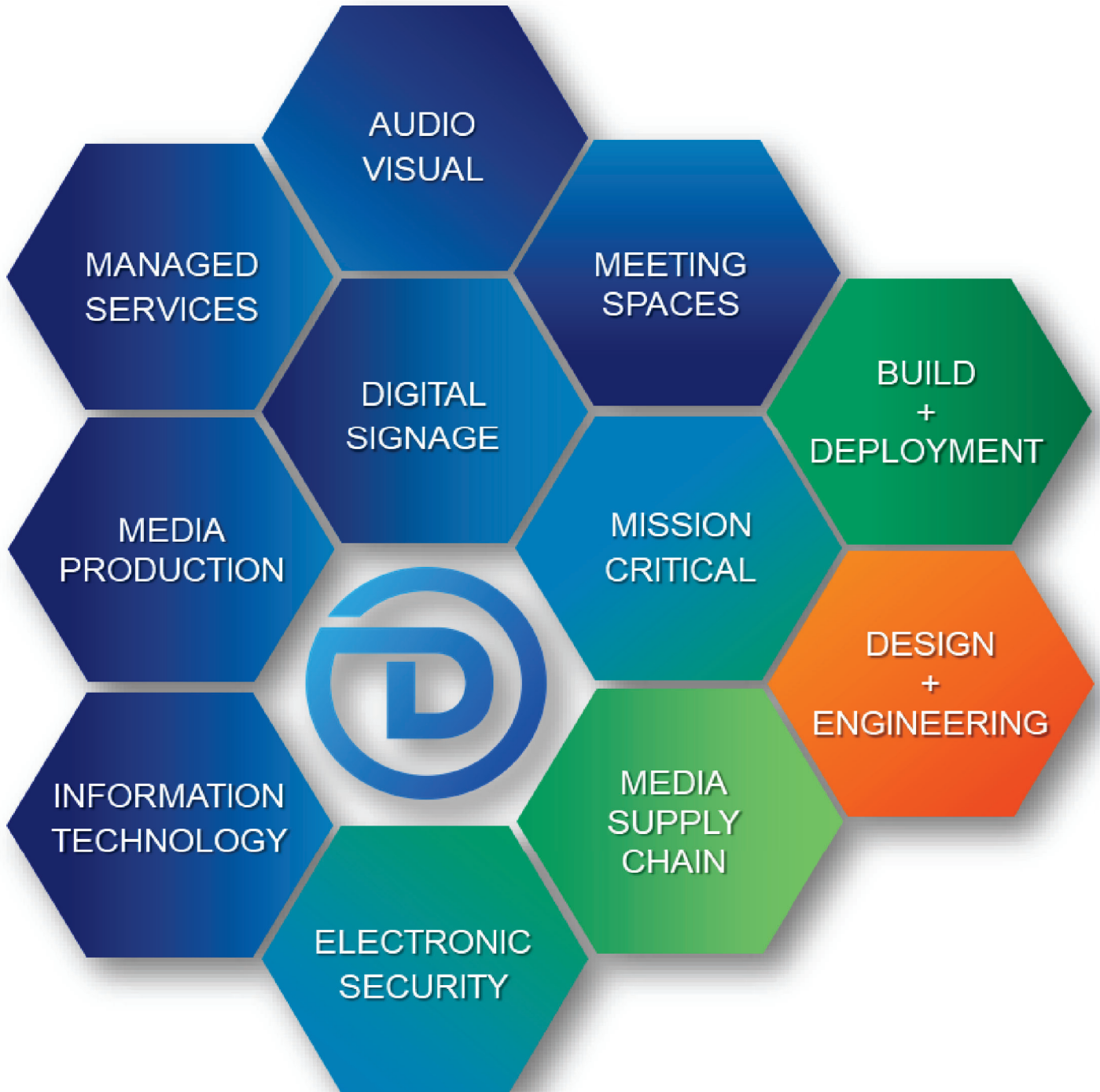
Create the unforgettable

Organization

Diversified delivers services and solutions through focused, yet integrated, specialties. We understand unique industry challenges, business issues and emerging technology trends, which enable us to deliver solutions tailored to your needs.

Mission Critical Environments Overview

The Mission Critical Environments (MCE) team is a wholly owned division of Diversified, and operates out of our Atlanta, GA. office, although MCE team members are dispersed across the county. Our core team of approximately 50 team members is solely focused on the implementation of Command and Control (C2) types of facilities, for a variety of different markets. Our core areas of experience revolve around Power Utilities, the Federal Government, Public Safety and Emergency Operations, Security Operations, Process Control, and operational entities within the private sector.

Unique to our Division is the ability to leverage an industry best IT services organization that can design and build operational data networks from the ground up. The experience that MCE has gained in the markets for which we serve, have driven us towards becoming experts with all aspects of IT networks. Further, understanding network segregation due to the customer we serve, is also rare to find in the audio and video industry. We understand that the systems that we are providing to our customers today, must be secure and scalable at the same time. Further, and most applicable to "greenfield projects", we must understand the IT implementation schedule as it pertains to the construction schedule. These are really two parallel projects that need to be run simultaneously. Having Project Managers with that unique experience and skillset sets apart the MCE solution and service delivery.

MCE prides itself on providing holistic solutions for C2 environments. No longer is our company responsible for delivering a video wall within the control room, we are responsible for helping to ensure that the operators working within that C2 environment are comfortable, alert, and able to operate effectively during challenging conditions.

Probably more important than any other aspect of our job is ensuring that the facilities that we implement, continue to operate. Our Global Services Organization is built to maintain and repair systems when they break. Diversified has multiple Dispatch Centers, around the world. These facilities all work together to ensure our customers, who have a wide variety of technologies and support needs, are taken care of in a timely and professional manner. With a dedicated team of Mission Critical Environments service technicians, dispersed across the US, we can provide unparalleled knowledge and experiences for our customers. We understand and ascribe to the idea that the facilities we are building are there to support our community's infrastructure, and we play a role in helping our customers be successful.

Project Experience

As an industry leader in the control room space, Diversified MCE has completed over 1,000 control rooms with over 500 unique clients since the early '90s.

Diversified MCE has completed projects in both the public and private sector, DOD and Intel community, and is one of the only major integration companies in the USA with a dedicated control room team including engineers, project managers, onsite technicians, consultants and direct leadership.

Our People

Successful businesses are made up of talented, hardworking and motivated individuals. Diversified is no different and chooses its personnel from a wide range of sources. The work environment created by this varied group is one of creativity and innovation. Diversified invests in education and career development and all our employees learn from one another. By respecting each other, sharing knowledge and experiences, all employees can aid in our collective goals of ensuring customer satisfaction and superior service.

Worldwide Deployment

Diversified integrates and maintains technology solutions across the U.S. and around the globe. Many of our large, multi-national clients rely on us to deploy enterprise solutions throughout North America, South America, Europe, and Southeast Asia. Diversified is a founding member of the PSNI Global Alliance, a vetted network of global technology partners and integrators providing additional service and support worldwide.
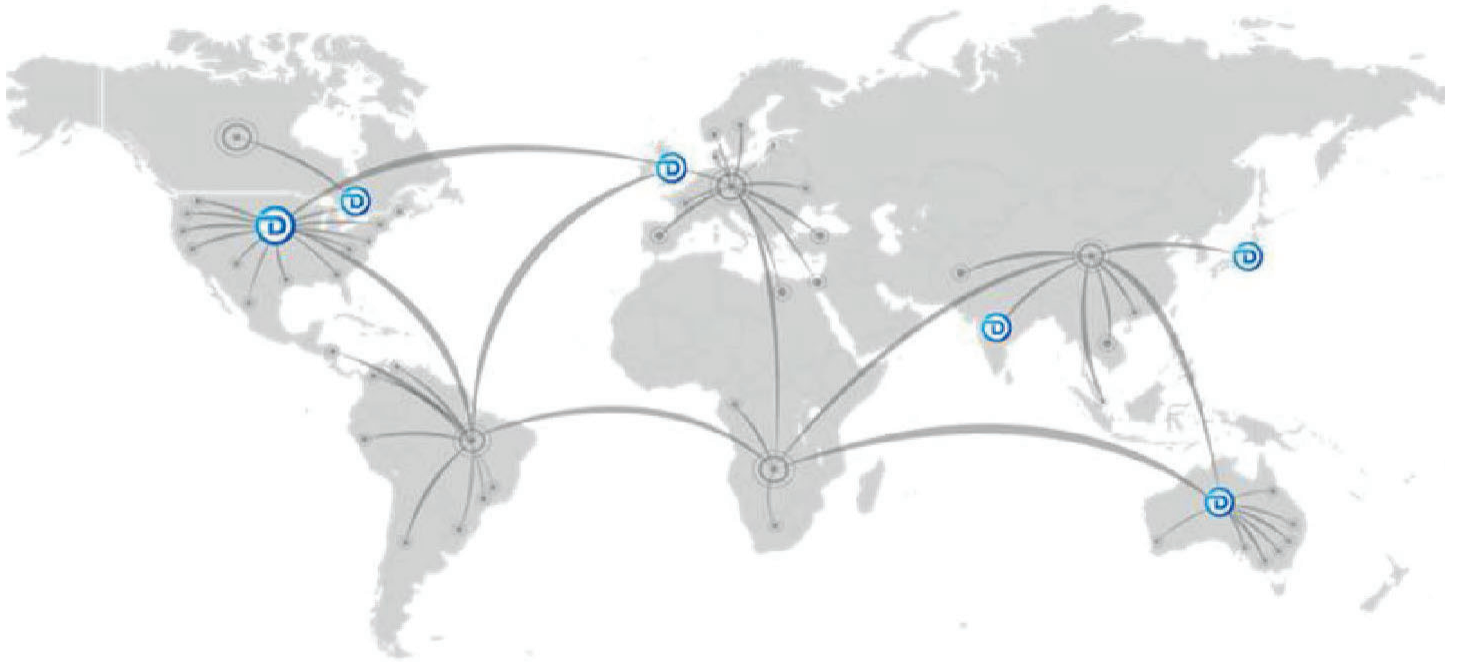
Leading the Industry

Our service offerings are based on the highest technology credentials, backed by world-class project management skills and fueled by a passion for helping clients.

As an engineering-centric company, we make training and certification priorities to ensure our clients receive the best possible service and support.

Our PMP certification and project management practice ensures a thorough, consistent and fully documented approach across all projects. The optimum outcome is achieved through established processes, careful oversight and clear communication.

Certified For Success

ISO Certification

ISO is one of the most rigorous and well-regarded standards in the world. Diversified has been certified by SAI Global (and other auditor services providers) and currently maintains a number of ISO certifications within varying regions of operation:

Diversified ISO Certifications				
Diversified Office	ISO 9001: Quality Management	ISO 14001: Environmental Management	ISO: 45001: Occupational Health and Safety Management	ISO 27001: Information Security Management
United Kingdom	x			
Australia	x	x	x	x
Norcross, GA	x		x	
Santa Clara, CA	x		x	

2 Scope of Work (SOW)

RTCC Operations Floor Design and Console Furniture

Diversified will collaborate with the Killeen PD Team to develop the ideal layout for the Real Time Crime Center Operations floor, AV Rack room and Conference rooms. Regarding the operations floor, the design has been settled using six (6) consoles as shown herein. The Conference Room will leverage the existing furniture therein.

KPD has selected Fountainhead as the sit-stand console platform and included will be feature lighting, integrated PC storage, radio mobile control head mounts, monitor arms, and custom logo integration.

Additionally, six (6) 24/7 rated Concept Seating Leather adjustable armrest chairs will be provided.

Mission Critical AV System needs

Killeen Police Department is remodeling an area of the current facility to create a Real Time Crime Center. This area will provide a space for operator consoles, and nearby an Equipment Rack Room and the Chief's Conference Room.

The Networked Video system will provide the ability to encode, decode and route video sources to the video wall, office Spaces and conference room as needed and can also feed to other city personnel and locations (e.g. the EOC, field incident command centers, etc.) depending on the final system design and network architecture.

Real Time Crime Center Operations Space (RTCC Room)

The RTCC will facilitate six (6) operators with consoles located within the room. Each console will have a connection to the system to share the video from their Laptop/PCs with the system, encoding a single display into the video system.

Select positions will also be the point of control for the room conditions and Display control. There will be two (2) touch panel controls in the RTCC and another in the Chief's Conference Room.

The RTCC will also have a Teams integrated Video Conference and Audio system with Teams integrated control.

There will be a Video wall capable of displaying multiple video sources, a Conference room and several Auxiliary Displays within the Facility. The Auxiliary displays will be capable of displaying sources from the Networked Video processing system.

Networked Video Processing system

The networked video processing system is the backbone of the RTCC system. Within this group is the equipment necessary to encode the computer or video source, decode the video to present on a display and the licenses needed to cover the quantities of sources and views within the system.

Network Video Processor

The proposal has a Network Video Processor that is capable of both network and analog source connections.

The Network Video Processor will manage, process and route the video sources so they appear on the Display/s in the arrangement selected from the Video wall Control system.

Encoders

The Encoder allows analog video sources to be digitized and available on the AV Network for transport and distribution.

There are multiple Network Encoders allocated within the system. These would provide encoding for each computer and video source within the RTCC system.

The Encoders will connect to a Network Switch within the Equipment Rack along with the other network capable equipment.

Decoders

The Network Decoder will provide an analog output from the digitized video source network signal. The decoder is an integral part of the Network Video Processor or an individual network device where needed. There are multiple Decoders within the system so that video sources can be routed and viewed where they are needed.

Video System Control

The proposal includes a control system that will allow the operator to route video and select the layout of the video on the video wall and other local displays.

The Video System Control will also allow the video signals from the RTCC to be sent to other rooms in the facility.

Video walls and Auxiliary Displays

The design has a video wall included, two (2) 65" auxiliary displays for the Chief's Conference Room and can feed additional existing displays for the (3) Chief and (4) Commander Offices.

Video wall RTCC

The proposal has (10) 55" displays configured in a 5x2 configuration for the RTCC. The 55" displays will be mounted on wall mounts with a trim edge providing a finished look to the video wall.

The video wall will be capable of displaying multiple images across the entire wall or displaying up to 2 large images across 2x2 sections and 2 single images for detailed views if needed. The video wall will also provide for other viewing configurations.

The Video wall will have dedicated decoders to route video to them or will directly feed from the processor at the head end.

The Video wall will utilize remote power. The Power source for each display will be located in the equipment rack and will not require local power on the Main wall.

CAT 6 or Universal Fiber Optic (UFO) cabling will be used for data and video transport to the displays on the wall.

Separate conduits of a specific size will be needed for power and data cables to specific locations behind the video wall and Diversified will coordinate with the KPD Team designate exact locations.

Audio and Video Conference system

The proposal has equipment to provide an integrated Teams Audio and Video Conference system.

Audio System

The proposal has a Digital Signal Processor that will provide the routing and distribution of audio signals for the RTCC. The system is also able to provide Control for audio and Video conference sessions.

The Audio System will reuse 2 owner furnished equipment (OFE) video cameras and a ceiling microphone located in the RTCC to provide audio and video to the far end during a video conference.

The Audio system will have an integrated Teams computer and control interface to enter and conduct Teams calls. The Teams interface is similar to the environment on a computer. Items such as the calendar, upcoming meetings and controls for the cameras and making calls.

The Audio system has the capabilities to connect to the Teams PC via USB to provide Audio and Video to the teams call sessions. When not in a call the Audio system will allow standard audio distribution and control within the RTCC. The output of the DSP will connect to an amplifier and then to speakers installed in the ceiling of the RTCC.

The Control panel can also be utilized to control other aspects of the environment within the RTCC such as the cable tuners and Lights if there are control points available for them.

Audio Video Standalone Network & Rack Infrastructure

The proposal has equipment to provide a Standalone network for all devices associated within the RTCC system.

Network

The Design would incorporate a network switch that will provide the total number of ports needed.

All components of the RTCC system will connect to the AV Network.

Where Equipment does not have the ability to be controlled over a network connection IP to Control type adaptors would be used. These adaptors convert IP commands to RS-232 or IR feeds.

Racks

The proposed rack infrastructure to be located in the immediately adjacent "AV Rack Room" includes (2) 45U Rack Enclosures each with in-rack UPS, ATS and PDU devices.

It is possible that all equipment could fit into (1) Rack, but until engineering drawings and architectural coordination is completed, we suggest planning around (2) to be safe and also possibly provide for

future expansion capability. This should also allow space for the small amount of on-prem Fūsus gear you may have.

User Control

Video Control System

A control panel will allow the operator to control the video source routing and the video displays within the RTCC. There will be two (2) control panels total, one (1) per row.

This control is part of the Network Video Processor. Killeen will also configure the AV VLAN so that users can access the browser base UI for the Haivision Command360 platform.

Audio and Video Conference Control System

A control panel will allow users to perform functions from a Teams Interface programmed on the touch panel.

The control will be connected to the Audio DSP and the Teams PC so that the integrated control will be available for both in room audio and Teams Calls.

Other pages can be programmed to control other aspects within the RTCC. These controls will be determined over several sessions with the client.

Chief's Conference Room

The Facility will have a conference room that can be used for meetings and audio video conference sessions.

The Conference Room will have an integrated Audio, Video, Control, and Integrated Teams Video Conference system.

The System is based on a Networked Audio Video and Conference system that utilizes the capabilities of the Digital Signal Processor (DSP) to control all aspects of the system.

Audio/Video Conference and Control system

The proposal has equipment to provide an integrated Teams Audio and Video Conference system.

Video

The Conference room will have video sources at locations within the Rack space and at locations at the table in the Room.

These video sources along with a Dedicated Teams PC will be encoded into the system for display within the Conference Room.

A Decoder will provide a feed from the RTCC to the Display within the Conference Room. This is a push function and can only be initiated from the RTCC space to prevent sensitive information from being viewed unintentionally.

The Audio System will reuse 2 owner furnished equipment (OFE) video cameras and a ceiling microphone located in the RTCC to provide audio and video to the far end during a video conference.

Video Displays

The Conference room will have 2- 65" Displays with wall mounts. Video Decoders will be installed at the Display in the room or they will be fed directly with extended cables from the video wall processor. The system will route the selected video source to the Decoder for display. The video decoder also provides a control link to the Display for power and source selection.

Power and Source selection for the displays will be available on the Control Panel.

Audio

The Conference room will use the Audio DSP to provide inputs and outputs for local audio distribution. There will be a Ceiling microphone and ceiling speakers installed in the Conference room. Audio outputs will be connected to an amplifier and then to ceiling speakers in the Conference room. The Ceiling microphone will be utilized for Audio/Video Conference sessions.

Integrated Teams Audio Video Calls

The Conference room will use the DSP and control system to make and receive Teams calls.

The DSP will provide audio and video from the Cameras and system to the Dedicated Teams PC in the room.

The Ceiling microphone is used to provide local speech to the far end during a call.

Local ceiling speakers will provide Far end audio within the Conference room.

Video from the Far end will be available to display on selected displays.

The Teams interface is similar to the environment on a computer. Items such as the calendar, upcoming meetings and controls for the cameras and making calls.

Integrated Control

The Conference room will use the DSP Control capabilities to control the equipment within the room.

The Conference room will have a Control panel that controls the Haivision Command360 system and will also allow the user to conduct a meeting or Conference Call.

The Control Panel will provide control points such as Video source select and Display locations, system power, audio routing and volume control and lighting if there are available control interfaces.

Training and Adoption

Manufacturer certified Diversified staff will provide training sessions at the tail end of the commissioning window to all relevant stakeholders at the City of Killeen. The on-site demonstrations of Diversified supplied technology with customer end-user personnel will include a high-level overview of the system from the perspective of a daily user; basic functions, user-interface (UX) overview.

The training schedule will be coordinated by the Project Manager and approved by Customer contact authorized to sign off on project deliverables. If additional training deliverables or sessions and/or time are required, Diversified will provide additional pricing as requested.

Day Two Support

In addition to all manufacturer warranties we have included five (5) years of Diversified's Assurance (Labor Only) Day-Two Support Program outlined further herein, five (5) years of Haivision Standard ongoing Care. Additionally, the Christie Digital displays have an extended warranty to give years. All other equipment will care the typical 2-to-3-year warranty of the manufacturer, to be administrated by Diversified. Refer to the included Warranty process and Service Level Agreement details herein.

As already outlined, Diversified has both international reach, staff in Austin, Killeen and Dallas, and a major regional support hub in Houston at 3433 North Sam Houston Pkwy W, Houston, TX 77086.

Hypothetical Timeline After Contract Issuance

Material lead times covered here are in the 12-16 week maximum range from time of approval and order.

Based on that, with full engagement from the City Team, **KPD could realistically implement the project within 20 weeks after contract award**, looking something like this:

- Meeting in person to dial in final designs, follow up with proposal: 2 weeks

- City Review & Approval: 2 weeks

- Engineering Documentation, Procurement, Material Receipt 12 weeks
  Engineering site visit(s), architectural and construction coordination occurs during this period

- Rack Integration: 1 week

- On-Site Installation, Commissioning and Training Activities: 3 weeks
  1st 2 weeks for delivery, installation of all systems
  3rd week is spent in configuration and training

- Phase 1 burn in begins, KPD can go live with RTCC operations in new space

Your Diversified Mission Critical Environments Team will proactively lead the project implementation. We will not rush the City or any stakeholders. We will helpfully facilitate the project's success and keep our Gannt up to date and published.

Submittals

Plans, Reports, Manuals and Drawings will be delivered via electronic format in a single collated editable pdf file formatted to print at size. Additional hard copy three-ring binder and full size plotted documentation is available up on request.

Change Management

Diversified's goal is to capture our Customer's requirements during the Needs Analysis phase of the Design process and to complete projects with minimal Change Management. However, Change Management may be required.

Any changes to the Project's Scope, Exclusions, Pricing, Schedule, General Conditions and Notes, must be approved by Diversified and customer contact authorized to sign off on project deliverables following the prescribed Change Management process and the ramifications communicated.

Change Management Process

- Diversified receives change condition data from Customer and considers impact to the current project conditions, i.e. schedule, cost, project conditions, etc.
- If warranted, Diversified generates a Change Proposal, providing associated costs and scope narrative to address the Change Condition, General Conditions, Schedule, or additional Professional Services Labor.
- Diversified submits the Change Proposal with an updated timeline to Customer for review and acceptance. (No work related to the Change Proposal will begin until a Change Order is provided/authorized by Customer).
- Customer authorizes the Change Proposal and returns a signed Change Order or Purchase Order to Diversified.
- Diversified proceeds with ordering any additional materials and/or completes the work listed.
- Diversified updates the contract scope of work, deliverables, and/or system drawings, as necessary.

Notes

- All Customer furnished CAD drawings or building plans provided to Diversified are deemed to be accurate (including but not limited to plan views, reflected ceiling plans, elevations, conduit risers, electrical, millwork details, specific mounting details, etc.). Additional costs may be incurred if electronic copies of the CAD floorplan drawings are not available for use in the development of submittal documents. Diversified is not responsible for costs associated with the procurement of Customer furnished CAD files. Diversified will turn over final As-Built drawings as part of its Project Closeout Package. Additional CAD work beyond As-Built drawings is not included in Diversified's quote.
- Existing wire and/or equipment intended to be utilized and/or reused under this Scope of Work will be tested for proper functionality during installation. Should existing wire or equipment be found inoperable, incompatible or otherwise unfit for use, Diversified will develop and provide a Proposal for its replacement. Such replacements may be required before installation can be finalized and project turnover can occur. Neither Diversified, nor its subcontractor, will assume accountability or absorb costs associated with delays that are the result of failing Customer Furnished Equipment (CFE) or its replacement.
- Diversified is not a high voltage Diversified and as such cannot undertake high voltage installation work in the fulfillment of this project.
- Parking will be provided within a reasonable distance of the job site.

- Building access through front doors, loading docks, elevators, etc. as required for large equipment and installation load in will be provided.
- Any necessary keys, security badges, clearance, etc. will be provided as needed for the course and duration of the project.
- All necessary test equipment will be allowed on site with no restrictions.
- Appropriate Customer representatives will be available during the project and any scheduled training sessions.

Exclusions

- Client responsible for the following:
  - High quality printable artwork for the console end panels sent as an .eps/vector file
  - Provision of power supporting
    - Displays
    - Racks
    - Furniture and Control Endpoints (touch panels and associated hardware)
  - Installation of ¾" plywood structural backing behind video wall as needed
  - Distribution of the AV VLAN network cabling to Chief and Commander offices
  - Client to ensure that pathway for cabling to racks is clean/clear
  - Provide any site access training, background checks required for installation staff entry into the facility
  - Provision of any escorts required for non-cleared installation teams
  - Provision of expected video wall arrangements to Diversified field engineering teams for configuration
  - Provision of PC resources such as CAD/Fūsus machines or VMS machines with appropriate video outputs and operational licenses.
  - Approvals for build release drawings
  - Approvals for touch panel operations programming

3 Diversified's Standard Proposed Project Conditions

General Conditions

- Proposed changes to this Proposal document and/or additional labor charges resulting from changes to the proposed Scope, responsibilities, schedules and equipment selections are subject to review and approval of Diversified prior to commencement or work.
- Any work performed on weekends or holidays, or more than 40 hours per week will be subject to increased rates.

Schedule

- Project schedule will be provided within fifteen (15) days of receipt of purchase order or signed contract. This schedule includes client milestones, design, equipment procurement, programming, on-site work, and customer training.
- All work will be performed during regular business hours (Monday – Friday / 0600-1800H Local Time). Any work performed on weekends or holidays, or more than 40 hours per week will be subject to increased rates.
- The Baseline Project Schedule will be reviewed after receipt of Purchase Order or ratified contract (signed by Customer and counter signed by Diversified).
- The ability for Diversified to meet the established milestones within the Project Schedule is dependent on the supporting trades timely completion of their work according to the Project Schedule. The conditions below will impact the Project Schedule and will need to be addressed and submitted as a Change Order.
    - Modification(s) to the list of equipment due to additional requirements of any type, from any source including, but not limited to, Addendums not listed in the Scope of Services section, other revisions or editions of documents provided during bid process, interpretation of local fire codes, and changes requested by an Authority Having Jurisdiction (AHJ).
    - Schedule and cost impact conditions such as accelerated schedule requests, delays caused by supporting trades (i.e.: Architect, General Diversified, Electrical Diversified, Low Voltage Diversified, IT Services Provider, Furniture Provider, etc.), or the addition of technology systems to Diversified scope. Examples of delays caused by supporting trades include, but are not limited to, incomplete infrastructure rough-in, core network services down, Customer owned licensing of devices not procured, and incomplete furniture installation.
    - Re-engineering due to unacceptable equipment lead times.
    - Costs associated with project delays due to factors beyond Diversified's control (including construction delays discussed in (4) above), will be reviewed for impact to the project costs and timeline as they arise. Diversified 's Project Manager will review the impact on the project's scope and schedule to identify methods to mitigate additional costs wherever possible. Net additional costs may be incurred for extending the project timeline at Diversified's current standard labor rates or by additional hours (regular and overtime rates as required) to maintain the existing timeline.
    - If project award date or other established milestones are missed, all subsequent milestones will shift accordingly, maintaining current durations for each subsequent task.
- Pricing and schedules in this Proposal are provided with the understanding that Diversified will be able to perform the stated Scope of Work in a single, continuous period of performance. Costs associated with multiple mobilizations/demobilizations may result incur additional cost.

Readiness

- Diversified will have access to all necessary workspaces required to facilitate installation progress. Neither Diversified, nor its subs, will assume accountability for, or absorb costs associated with, delays that are the direct result of Customer scheduling, policies, procedures, personnel or denied accessibility. In event that delays, or work stoppages occur, the Owner, or

Owner's designated representative, will be billed at Diversified's current labor rates for onsite personnel affected by the delay until such time as the delay is remedied and installation work is allowed to proceed.
- All workspaces will be unobstructed, clean, and dust free by the dates shown on the official project schedule.
- All Customer furnished equipment and services will be available, in place and functional as defined in the Project Schedule including but not limited to: physical and technical infrastructure, including IP networks WAN, LAN, cable or satellite, telephony, phones lines as well as conduit, cable tray, cabling, floor boxes, wall boxes, pockets and HVAC etc.
- All electrical services including AC power, power outlets, UPS, J-boxes, conduits/cable pathways, grounding systems, grounding wires and grounding rods will be provided by others.
- All necessary ceiling trim work, drywall, woodwork, millwork painting, etc., will be in place as defined in the project schedule.
- All Customer furnished sources will be available during system commissioning and training (this includes laptops, computers, satellite/cable feeds, etc.).
- This Proposal's Scope of Work provides proprietary information developed by Diversified for the purpose of defining this specific project. This information may not be used by the Customer or other Contractors without Diversified's written consent.

Customer Responsibilities

- Assign a single Customer Contract, authorized to sign off on all project deliverables.
- Communicate proposed changes to any scope, assumptions, or schedule as soon as they arise and follow prescribed Change Management process expeditiously.
- Cover costs to resolve equipment damaged from dust or other contaminants during the project.
- Provide relevant architectural changes to the facility to accommodate the integration of equipment supplied by Diversified.
- Identify third-party Diversified's (i.e., electricians, construction personnel, architects, and designers) and determine the Customer coordinator.
- Provide clean and secure installation area during project period. Customer assumes risk for loss or damage to equipment in unclean or unsecure conditions.
- Unless otherwise specified in the proposal document, all electrical services including AC power, power outlets, UPS, J-boxes, conduits/cable pathways, grounding systems, grounding wires and grounding rods, will be installed by Client or Diversified of Client's choice in advance of Diversified's performance. .
- Provide, in advance, notification of any unique project or site requirements, hazardous locations and materials, security precautions, access restrictions or other extraordinary conditions, which may affect the execution of installation tasks described herein.
- Any necessary keys, security badges, clearance, etc. will be provided as needed for the course and duration of the project.
- Parking will be provided within a reasonable distance of the job site.
- Provide a "Room Ready" state prior to installation of cabling, furniture and system componentry.
- All necessary test equipment will be allowed on site with no restrictions.
- Appropriate client representatives will be available during the project and any scheduled training sessions.
- Except in instances in which the services are agreed in writing to include backup services, Customer shall be solely responsible for backing up Customer's data and Diversified shall have no liability with regards to Customer's data.

Diversified follows a comprehensive procedure to ensure accurate and timely delivery of integrated technology systems. The procedure, which is divided into nine distinct phases, places a strong emphasis on verification and preparation as these tasks are essential to ensuring a successful outcome.

Review of Diversified's Standard Procedural Phases

1. **Design Review** - The submittal and/or review process of reviewing the project scope and verifying that the components and systems to be installed, and the methods/details of installation, are consistent with the design intent and systems specifications.

2. **Staging/Site-Preparation** - Staging and site-preparation are two distinct yet concurrently administered processes. Staging is the process of completing in-house tasks to connect, configure, update, program, and test as many system capabilities/components as appropriate to discover early issues and minimize on-site time. Site-preparation is the process of performing site surveys, attending construction meetings, and completing preliminary rough-in work. Both processes are crucial to delivering quality systems on time and ready for use. This step of the project may include initial software upload/configuration efforts as appropriate.

3. **Installation** - The main installation effort encompassing equipment delivery, systems installation, cabling, and physical connectivity.

4. **Device Configuration** - The process of adjusting initial device settings required for proper operation of each component. Typically includes level settings, operational modes, addressing, EDID settings, etc. May include initial software file upload/config as needed.

5. **Self-verification Testing** - The process of testing each analysis system/tool to ensure it can accurately measure the intended system parameter.

6. **Systems Pre-verification Testing** - The process of verifying, prior to optimization, that the components have been installed properly, devices are operating properly, and the environmental conditions are appropriate for the installed systems and components.

7. **Optimization and Software** - The process of loading software files and performing device configuration, calibration, alignment, and adjustments to optimize the performance of the system and components for the stated design objectives.

8. **Systems Post-verification Testing** - The process of verifying, following optimization, the performance of the systems against the stated design objectives.

9. **Training and Acceptance** - The final project stage, involving closeout document delivery, on-site training, and owner acceptance of the provided systems and services.

4 DETAILED PRICING

Pricing presented in this Project Proposal is based on the services shown in the Scope of Work section of this document. Any services not specifically identified in the Scope of Work section are not included in Diversified's pricing below.

SUMMARY	
Room/Task Description	**Extended Price**
RTCC 5x2 Video Wall with 5-Years of Warranty Coverages	$76,530.71
Video Wall Processing and Content Management System	$207,499.36
RTCC Audio and VTC Technologies	$21,000.21
Chief's Conference Room Technologies	$25,192.61
RTCC Rack Enclosures and Power Distribution	$23,211.75
RTCC Console Furniture and 24/7 Task Chairs - (6) Positions	$86,337.41
Professional Services and Travel	$107,640.28
Custom 5-Year Assurance Service Plan	$74,000.00
Estimated Tax	N/A
Grand Total	**$621,412.33**

Detailed pricing sheets follow immediately hereafter.

Payment Terms

	Payment Terms
1	Customer will be billed 50% of the Base Project Total at the time of contract signing, due in full upon signature.
2	Customer will be billed a progress payment in the amount of 40% of the Total Fee when first Equipment is delivered to Diversified staging facility or Customer site, regardless of whether Equipment is shipped in multiple installments, and due Net 30 days from invoice date.
3	The balance of the Project Total, 10%, will be invoiced at the Project Completion milestone and due Net 30 days from invoice date.
4	Taxes (if shown) are an ESTIMATE and will be added to invoices in alignment to the federal, state and local taxing authorities at the project's location.

We can work with Killeen to develop a mutually agreeable scenario such as progressive milestone based billing if the requested deposit configuration does not work. Some immediate deposit will be required for custom items including the Fountainhead furniture selection and to cover engineering and project management/coordination work commencement.

Pricing Exclusions

1. All prices exclude Sales Tax. If taxes are shown, values are based on estimates and will be billed for actual tax costs at the time of invoicing. Customers, including government, general contractors and not for profit entities seeking a tax exemption must supply Diversified with a valid exemption certificate, or direct pay permit at the time of Proposal execution, or upon issuance of a Purchase Order.

2. Costs for Permits are not included in Diversified's pricing (unless stated otherwise).

3. Payment and Performance Bonds are excluded. If Diversified is required to carry a P&P bond, Diversified's total price will increase by .86% (Diversified's current bonding rate).

4. Pricing in this Proposal is based on Diversified corporate labor rates. Diversified is not a Unionized shop; we have not utilized any collectively bargained or trades organization's rates in our workforce cost estimations. If Diversified is required to utilize a 3rd party unionized trades organization for the execution of trades related work, their costs have been included as quoted by a Unionized trade entity.

5. This Proposal was not prepared in accordance with Davis Bacon or other Prevailing Wage Scale. If Diversified is informed that such wage rates are required for this project, Diversified will revise its Proposal accordingly.

6. Unless otherwise noted in this Proposal, labor rates used to calculate this estimate are based on work being administered during business hours (Monday – Friday / 0600-1800H Local Time). A revised proposal, which includes after-hours, weekends and/or holiday labor rates, can be provided upon request.

7. Pricing in this Proposal does not include Revit BIM work, unless stated explicitly. When Revit BIM services are included, Customer will provide Revit environment background and a library of device families for the required Revit BIM work. Diversified will add only those devices specifically identified in the Revit scope of this Proposal. Diversified will provide modeling of such devices to the extent of providing spatial representation in our models for the purposes of de-conflicting trade clashes. Diversified does not include granular visual representation modeling of its proposed products for the purposes of real-life renderings, etc.

8. Returned material must be resalable, unopened in its original packaging. Any material or containers that are opened, defaced, or damaged cannot be returned to Diversified. Restocking fees may apply for returned equipment.

9. Hoists, man-lifts, extra-long ladders, special safety equipment, and the like, shall be provided by others (or by Diversified at additional cost) when required.

10. Any man-hours or fees associated with building safety program conformance including but not limited to specific parking requirements, site IDs, hard hats, safety glasses, footwear, or safety training are not known or included in Diversified's pricing. Additional costs may be incurred and will be billed to our Customer if required.

11. Unforeseen cost impacts on equipment and materials due to international trade policies (steel, copper, precious metals, and country specific policies) may incur additional cost. Diversified shall attempt to time purchases to minimize the impact of such pricing fluctuations. Any pricing increase beyond 2% from time of Proposal to time of purchase shall be borne by our Customer.

12. This project may be impacted by current challenges within the global supply chain, which may cause unexpected timeline delays and changes in pricing for project equipment and services. Although these matters are outside Diversified's control, Diversified will endeavor to identify supply chain issues as early as possible, keeping our customers well informed of any supply chain issue and its potential impact and mitigation. In an effort to further reduce supply chain challenges, manufacturers are redesigning products with new components that are known to be more readily available. This may cause a product's price to change, or a current model to be discontinued (made End of Life) and replaced with a new model. Product substitutions, increased product and/or shipping costs will be identified by the Diversified project team and processed as a Change Order when required.

13. For all new project equipment and materials listed in the Bill of Materials (BoM), whether upon contract execution or following final design and Bill of Materials modification, that is sourced by our Customer directly through another supplier, such as an OEM, vendor, etc., Customer will provide to Diversified a copy of the vendor quote and resultant Customer Purchase Order. This detailed data will be utilized for

project logistics, warehousing and insurances against risk of loss and damage. Additionally, Diversified will be entitled to a handling and insurance fee equal to four percent (4%) of the transaction value of the Customer Furnished Equipment (CFE) and materials, excluding freight and taxes.

Item	Qty	Manufacturer	Model	Description	Notes	Unit Price	Extended Price
1				**RTCC 5x2 Video Wall with 5-Years of Warranty Coverages**			
1.10	10.00	Christie Digital	135-034108-01	Extreme Series FHD554-XZ-R: 55 in. FHD, 24x7, .88 mm comb. bezel, P+L, 500 Nits, OPS, remote power components configured and sold seperately		$3,919.02	$39,190.20
1.20	10.00	Christie Digital	135-129103-01	LCD Mount ML25; ML25: 6-axis Thin Wall Mount - Landscape Only (Compatible with FHD554-XZ-H,-HR, UHD654-X-HR)		$1,159.15	$11,591.50
1.30	5.00	Christie Digital	135-136101-01	Trim Kit Long 554 ML25		$324.95	$1,624.75
1.40	2.00	Christie Digital	135-137102-01	Trim Kit Short 554 ML25		$189.15	$378.30
1.50	1.00	Christie Digital	154-139104-01	Power Rack Shelf 54V		$1,935.15	$1,935.15
1.60	2.00	Christie Digital	154-140106-01	Power Supply AC/DC 3KW Module		$674.15	$1,348.30
1.70	3.00	Christie Digital	154-129103-01	Main Power Cable 50m (164')		$1,023.35	$3,070.05
1.80	20.00	Christie Digital	007-000613-01	Standard Plus Extended Warranty, 1 year - Panel Tiled		$466.43	$9,328.60
				Items Subtotal			**$68,466.85**
				Additional Materials			
1.190	1.00	Diversified	DIV-A50000002	Cables, Connectors, Hardware		$4,452.74	$4,452.74
				Items Subtotal			**$4,452.74**
				General & Administrative			
1.170	1.00	Diversified	Freight	Freight		$3,611.12	$3,611.12
				G&A Subtotal			**$3,611.12**
				Room/Task Total			**$76,530.71**
2				**Video Wall Processing and Content Management System**			
2.10	1.00	Haivision	3001022	Command 360 Software on an Alpha FX Core Video Processor with Premium Features		$27,140.00	$27,140.00
2.20	2.00	Haivision	3002001	Alpha FX 4K-4 Output Board		$2,300.00	$4,600.00
2.30	3.00	Haivision	3003001	Haivision Alpha FX 4K-D Input Board		$7,820.00	$23,460.00
2.40	1.00	Haivision	3003002	Haivision Alpha FX 4K-DE Input Board		$9,660.00	$9,660.00
2.50	3.00	Haivision	3004003	CineMassive Scale4 Video Expander Appliance - (1) DisplayPort 1.2 Input, (4) HDMI Outputs		$3,220.00	$9,660.00
2.60	2.00	Haivision	3401007	Command 360 Software on a CineAgent 4		$7,360.00	$14,720.00
2.70	2.00	Haivision	3101006	CineLink 4K-EL-4 IP Video Encoder, 4-Port with HDMI & Audio Loop-Out		$9,660.00	$19,320.00
2.80	1.00	Haivision	3101005	CineLink 4K-EL-2 IP Video Encoder, 2-Port with HDMI & Audio Loop-Out		$8,280.00	$8,280.00
2.90	3.00	Haivision	3501015	13in 2-in-1 Tablet & Laptop w/ Ethernet Dongle		$2,070.00	$6,210.00
2.100	1.00	Haivision	3502018	Device Control Pro		$5,520.00	$5,520.00
2.110	3.00	Haivision	3599006	Device Control Interface, Pack of 4		$690.00	$2,070.00
2.120	1.00	Haivision	4203007	Rackmount Single User KVM Station with Integrated 8Port KVM Switch, Requires Modules for Endpoints		$3,781.20	$3,781.20
2.130	1.00	Haivision	4204004	KVM Transmitter - DVI and Dual USB to CAT Compatible with Raritan MCD-LED17108		$257.60	$257.60
2.140	2.00	Haivision	4204007	KVM Transmitter - DVI and Dual USB to CAT Compatible with Raritan MCD-LED17108		$262.20	$524.40
2.150	1.00	Haivision	6012002	Haivision Standard Professional Services, CONUS, 1 Tech, 3 Days		$11,500.00	$11,500.00
2.160	1.00	Haivision	M-STND-SUPP-5	Haivision Standard Support Program - 5 year		$43,198.78	$43,198.78
2.170	1.00	Haivision	FREIGHT	Freight/Transport		$3,032.25	$3,032.25
				Items Subtotal			**$192,934.23**
				Additional Materials			
2.280	1.00	Diversified	DIV-A50000002	Cables, Connectors, Hardware		$14,565.13	$14,565.13
				Items Subtotal			**$14,565.13**
				Room/Task Total			**$207,499.36**
3				**RTCC Audio and VTC Technologies**			
3.10	1.00	QSC	CORE 110F v2	Q-SYS Core 110f v2 Network + Analog I/O Processor		$3,578.50	$3,578.50
3.20	2.00	Aver	520	(2) Existing PTZ Cameras will be used	OFE Item	$0.00	$0.00
3.30	2.00	QSC	NV-21-HU	4K60 4:4:4 Network Video Endpoint for Q-SYS Ecosystem, software configurable as Encoder or Decoder. 1 HDMI 2.0 Input, 1 USB-C Input, 1 HDMI 2.0 output.		$1,912.50	$3,825.00
3.40	2.00	QSC	NV-21-PSU	12v 10a Aux Power Supply for NV-21-HU to enable USB-C device charging		$242.25	$484.50
3.50	10.00	QSC	AD-C6T-LP	6.5" Two-way low-profile ceiling speaker, 70/100v transformer with 16 ohm bypass, 135-deg conical DMT coverage, White. Priced individually but must be purchased in pairs.		$233.75	$2,337.50
3.60	1.00	Sennheiser	TEAM CONNECT CEILING 2 WITH EXTENSION BRACKETS	TeamConnect Ceiling 2 Microphone Kit. Includes (1) TeamConnect Ceiling 2 microphone, (1)Set of SL CM EB mounting brackets, and (1) TCC2 box kit.		$4,497.88	$4,497.88
3.70	1.00	QSC	SPA2-200	1/2 RU 2 Channel ENERGY STAR amplifier / Stereo Operation 200 watts into 8 ohm & 4 ohm, Bridged operation 400 watts into 8 ohm & 4 ohm, and 350 watts into 70v and 100v / 100-240 VAC Operation.		$701.25	$701.25
3.80	2.00	QSC	I/O USB Bridge	Q-SYS PoE bridging endpoint for AV-to-USB Bridging. Delivers driverless usb 2.0 connection. Includes dual LAN connections.		$1,662.79	$3,325.58
3.90	1.00	Netgear	GSM4328-100NES	M4350-24G4XF 24-Port Gigabit PoE+ Compliant Managed AV Network Switch		$2,250.00	$2,250.00
				Items Subtotal			**$21,000.21**
				Room/Task Total			**$21,000.21**
4				**Chief's Conference Room Technologies**			
4.120	1.00	QSC	CORE 8 FLEX	Unified Core with 8 local audio I/O channels, 64x64 network I/O channels with 8x8 Software-based Dante license included, Half-size 1RU.		$2,490.50	$2,490.50
4.10	2.00	Aver	520	Existing PTZ Cameras will be reused	OFE Item	$0.00	$0.00
4.20	1.00	QSC	I/O USB Bridge	Q-SYS PoE bridging endpoint for AV-to-USB Bridging. Delivers driverless usb 2.0 connection. Includes dual LAN connections.		$1,772.25	$1,772.25
4.30	2.00	QSC	NV-21-HU	4K60 4:4:4 Network Video Endpoint for Q-SYS Ecosystem, software configurable as Encoder or Decoder. 1 HDMI 2.0 Input, 1 USB-C Input, 1 HDMI 2.0 output.		$1,912.50	$3,825.00
4.40	2.00	QSC	NV-21-PSU	12v 10a Aux Power Supply for NV-21-HU to enable USB-C device charging		$242.25	$484.50
4.50	2.00	QSC	AD-C6T-LP	6.5" Two-way low-profile ceiling speaker, 70/100v transformer with 16 ohm bypass, 135-deg conical DMT coverage, White. Priced individually but must be purchased in pairs.		$233.75	$467.50

4.60	1.00	Sennheiser	TEAM CONNECT CEILING 2 WITH EXTENSION BRACKETS	TeamConnect Ceiling 2 Microphone Kit. Includes (1) TeamConnect Ceiling 2 microphone, (1)Set of SL CM EB mounting brackets, and (1) TCC2 box kit.	$4,497.88	$4,497.88
4.70	1.00	QSC	SPA-Qf 60x2	2-ch, 60W/ch Q-SYS Network Audio Amplifier, Lo-Z, FlexIO, with Mic/line Input, 100-240v	$1,207.00	$1,207.00
4.80	1.00	Logitech	TAPMSTBASELNV3	Logitech Tap with Lenovo ThinkSmart Core - BASE Bundle (no AV) for Microsoft Teams Rooms	$2,234.94	$2,234.94
4.90	1.00	Netgear	GSM4328-100NES	M4350-24G4XF 24-Port Gigabit PoE+ Compliant Managed AV Network Switch	$2,150.00	$2,150.00
4.100	2.00	Samsung	QB65C	65" Commercial 4K UHD Display, 350 NIT	$1,485.00	$2,970.00
4.110	2.00	Chief	LTM1U	Large height adjustable tilt wall mount	$307.20	$614.40
				Items Subtotal		**$22,713.97**

			Additional Materials			
4.230	1.00	Diversified	DIV-A50000002	Cables, Connectors, Hardware	$1,923.08	$1,923.08
				Items Subtotal		**$1,923.08**

			General & Administrative			
4.210	1.00	Diversified	Freight	Freight	$555.56	$555.56
				G&A Subtotal		**$555.56**
				Room/Task Total		**$25,192.61**

5			**RTCC Rack Enclosures and Power Distribution**			
5.10	2.00	APC	AR3340	NetShelter SX 42U 750mm Wide x 1200mm Deep Networking Enclosure with Sides Black	$3,435.74	$6,871.48
5.20	2.00	APC	AP4432	Rack ATS, 200-208V, 30A, L6-30 in, (16) C13 (2) C19 out	$1,755.49	$3,510.98
5.30	6.00	APC	AP9559	Rack PDU,Basic, 1U, 16A,208&230V, (10)C13 & (2)C19	$290.91	$1,745.46
5.40	3.00	APC	SMX3000HVTUS	APC Smart-UPS X 3000VA Short Depth Tower/Rack Convertible LCD 208V TAA	$2,639.50	$7,918.50
5.50	4.00	APC	AR8122BLK	Fixed Shelf - 250lbs/114kg, Black	$135.43	$541.72
5.60	6.00	APC	AR8105BLK	Fixed Shelf - 50lbs/23kg, Black	$87.78	$526.68
5.70	3.00	APC	AR8100	NETSHELTER HARDWARE: PKG OF 32	$51.42	$154.26
				Items Subtotal		**$21,269.08**

			Additional Materials			
5.180	1.00	Diversified	DIV-A50000002	Cables, Connectors, Hardware	$1,565.73	$1,565.73
				Items Subtotal		**$1,565.73**

			General & Administrative			
5.160	1.00	Diversified	Freight	Freight	$376.94	$376.94
				G&A Subtotal		**$376.94**
				Room/Task Total		**$23,211.75**

6			**RTCC Console Furniture and 24/7 Task Chairs - (6) Positions**			
6.10	2.00	Fountainhead Control Rooms	ELITEAIR 24/7 SIT/STAND -TYPE A	CUSTOM 3-POSITION RTCC OPERATOR WORKSTATIONS, DIMENSIONS: 247.8" [78.7"] x 35.4" x 29.3" - 49.0", WITH RADIO MOUNT, USB A-C POWER	$26,750.00	$53,500.00
6.70	4.00	Fountainhead Control	ELITE-PEDESTAL	3-DRAWER MOBILE PED - SLIM UNIT (no lock)	$1,175.00	$4,700.00
6.20	1.00	Fountainhead Control	DE-PM	Manufacturer Design, Project Management, Documentation, Training	$2,750.00	$2,750.00
6.30	1.00	Fountainhead Control Rooms	CERT-INST	Manufacturer Certified Installation - One Site Visit Mobilization - Extend Work	$5,900.00	$5,900.00
6.40	1.00	Fountainhead Control	FREIGHT	CONSOLE PACKING AND DELIVERY. TO DOCK ONLY.	$7,500.00	$7,500.00
6.50	6.00	Concept Seating	3150 HR	3150HR Operator Black Leather – Pivot Arms – Standard 7-Star Base	$1,822.95	$10,937.70
6.60	1.00	Concept Seating	FREIGHT	Freight for Seating	$1,049.71	$1,049.71
				Items Subtotal		**$86,337.41**
				Room/Task Total		**$86,337.41**

7			**Professional Services and Travel**			
			Professional Services			
7.10	1.00	Diversified	Engineer	Design Engineering Services	$10,383.20	$10,383.20
7.20	1.00	Diversified	CAD Operator	Drafting Services	$9,055.68	$9,055.68
7.30	1.00	Diversified	Project Manager	Project Management Services	$13,688.00	$13,688.00
7.40	1.00	Diversified	Field Engineer	Field Engineering Services	$11,771.68	$11,771.68
7.50	1.00	Diversified	Programmer	Programming Services	$8,323.20	$8,323.20
7.70	1.00	Diversified	Installation Tech	On-site Installation Services	$19,190.60	$19,190.60
7.80	1.00	Diversified	Project Coordinator	Project Administration/Coordination	$1,906.40	$1,906.40
7.90	1.00	Diversified	Lead Installation Tech	Lead Installation Services	$15,821.52	$15,821.52
				Services Subtotal		**$90,140.28**

			Travel & Expense			
7.110	1.00	Diversified	Travel Expense Budget	Travel and Expenses	$17,500.00	$17,500.00
				Expense Subtotal		**$17,500.00**
				Room/Task Total		**$107,640.28**

8			**Custom 5-Year Assurance Service Plan**			
			Professional Services			
8.120	1.00	Diversified	Support Contract	5-Year Custom Service Plan (Assurance Labor Only)	$74,000.00	$74,000.00
				Services Subtotal		**$74,000.00**
				Room/Task Total		**$74,000.00**

SUMMARY	
Room/Task Description	**Extended Price**
RTCC 5x2 Video Wall with 5-Years of Warranty Coverages	$76,530.71
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Professional Services and Travel	$107,640.28
Custom 5-Year Assurance Service Plan	$74,000.00
Estimated Tax	N/A
Grand Total	**$621,412.33**

5 Terms and Conditions

This agreement (the "Agreement") is made as of the date of signature below by **One Diversified, LLC**, ("Diversified") and **City of Killeen**, ("Customer"). The Parties agree as follows:

1. **Diversified:** Diversified shall provide the services and/or equipment ordered by Customer in a professional and workmanlike manner and in accordance with generally accepted industry standards. As used throughout this Agreement, any services described in an accepted scope of work (a "SOW"), shall be referred to as the "Services; equipment described in an accepted SOW, shall be referred to as the "Equipment"). Diversified may provide additional services or equipment beyond those described in the SOW if the parties mutually agree in writing to such services. Services and/or equipment not specifically described in the SOW shall be the responsibility of Customer or other third parties engaged by Customer.

2. **Customer Responsibilities:** Customer shall provide Diversified with all information, surveys, reports, and professional recommendations and any other related items reasonably requested by Diversified in order to perform the Services or deliver the Equipment. When available, Customer must provide Diversified with up-to-date plans in the event they impact the Scope of Work. Diversified may rely on the accuracy and completeness of these items without any obligation of independent verification. Customer will not be responsible for obtaining or paying for necessary permits from authorities with jurisdiction over the Services and/or Equipment unless Diversified provides written notification in the SOW stating otherwise.

3. **Prevailing Terms and Conditions:** By signing this Agreement, Customer represents and acknowledges that he/she has fully read, understands, and accepts the terms of this Agreement, including the terms and conditions included herein. There are no warranties, representations or understandings of any kind or description whatsoever made by either party to the other, except such as are expressly set forth herein.

4. **Delivery, Title and Risk of Loss – System Integration Projects:** In the case of a systems integration project with prefabrication at a Diversified integration facility, title and risks of loss of or damages to any Equipment and Products will pass to Customer upon Diversified's delivery of them to the Customer's place of business. In the event the Customer provides delivery services from Diversified's integration facility via their own chosen freight carrier, title and risk of loss and/or damage will pass F.O.B. point of shipment to Customer. All claims for damage or loss of Equipment and Products must be made directly to the Customer's freight carrier.

5. **Delivery, Title and Risk of Loss – Drop Shipments:** In the case of drop shipments, delivery dates are approximate and are based upon prompt receipt of all necessary information from Customer. Unless otherwise specified by Diversified or provided for in other signed agreements, delivery will be made and title and risks of loss and/or damage will pass F.O.B. point of shipment to Customer. All claims for damage or loss of Products must be made directly to the freight carrier.

6. **Taxes**: Taxes (if shown) are based on estimates and will be billed at actual at the time of invoicing. Customers, including government, general contractors and not for profit entities seeking a tax exemption must supply Diversified with a valid exemption certificate or direct pay permit at the time of proposal execution or upon issuance of a purchase order.

7. **Estimated Schedule and Delivery Time:** Diversified shall use commercially reasonable efforts to render the Services and/or Equipment in accordance with any committed timetable set forth in the SOW. During the course of providing the Services and/or Equipment, events outside the reasonable control of Diversified (collectively, "Force Majeure Events") may impact the completion schedule and Diversified shall not be held responsible for any such delays in meeting the completion schedule, failure to deliver or perform as a result of any delays resulting from any such occurrence. As used in this Agreement, Force Majeure Events include but are not limited to (i) any cause beyond Diversified's reasonable control, (ii) an act of God, act of Customer, act of civil or military authority, Governmental priority, strike or other labor disturbance, flood, epidemic, war, riot, delay in

transportation or car shortage, or (iii) inability on account of a cause beyond the reasonable control of Diversified to obtain necessary materials, components, services or facilities. Diversified will notify Purchaser promptly of any material delay excused by this clause and will specify the revised delivery date as soon as practicable. Delays or movement in scheduled dependent predecessor tasks will not change the required minimum time for Diversified to complete their associated task/work. Diversified shall notify Customer of any such delays within 48 hours.

8. **Fees and Payment:** Customer shall pay Diversified the fees for Services and/or Equipment (the "Total Fee") set forth on the invoice consistent with the payment term provisions set forth above. All payments are due to Diversified upon receipt of the invoice, unless otherwise specified. Payments more than 30 days past due will accrue interest at the lesser of 1.5% per month, or the maximum rate permitted by applicable law. Customer shall reimburse Diversified for all reasonable costs and expenses of collection, including attorneys' fees.

9. **Labor and Equipment Price Increases:** Equipment, Material, and Labor costs have been calculated based on the current prices for labor, equipment, and the component materials, however, the market for electronic equipment and materials is considered to be volatile, labor shortages are possible, and sudden price increases may occur. When the price for any item of materials, equipment, or labor increases two percent (2%) or more between the Proposal or Quotation Date and the materials/equipment purchase date or the date labor is utilized for the relevant project, Customer shall pay to Diversified on request, all sums by which the cost to Diversified has increased beyond 2%, as demonstrated by Diversified. Where the delivery of equipment, materials, and/or the performance of labor are delayed or labor shortages occur, through no fault of Diversified, as a result of the shortage or unavailability of the equipment, materials, or labor, Diversified shall not be liable for any additional costs or damages associated with such delay(s).

10. **Standard Payment Terms:** Unless Payment Terms are specified elsewhere in this Proposal, Diversified's Standard Payment Terms will apply.

Payment Line Item	*Bill/Invoice Value*	*Payment Due Date*
Equipment-Only Sales	100% of Total Fee	Due upon delivery of Equipment to Customer or Diversified staging facility.
	Customer will be billed for Equipment as it is delivered to Diversified staging facility or Customer. If Equipment is shipped in installments, Customer will receive multiple invoices. All equipment invoices are due in full upon receipt.	
Project-Related Sales		
Deposit	50% of Total Fee	Due upon contract signing.
Progress Payment	40% of Total Fee	Due Net-30 days of invoice date.
Final Payment	Balance / 10% of Total Fee	Due Net-30 days of invoice date.

Customer will be billed 50% of Total Fee at the time of contract signing, due in full upon receipt. Customer will be billed a progress payment in the amount of 40% of the Total Fee when any Equipment is delivered to Customer or Diversified staging facility regardless of whether Equipment is shipped in multiple installments; this invoice is due in full within thirty days of the invoice date. The balance of the Total Fee will be billed after Project completion and due in full within thirty days of the invoice date.

11. **Approval of Orders:** This Agreement and all SOWs for Services or Equipment under this Agreement are subject to acceptance by Diversified including, if appropriate, approval by Diversified Credit Department. Upon request, Customer will furnish Diversified such financial information as Diversified may reasonably request for this approval. Diversified may, in its sole discretion, cancel this Agreement at any time if Customer fails to meet credit requirements established by Diversified.

12. **Confidentiality:** During the course of this Agreement, each party, its employees, subcontractors, officers and agents may receive or have access to Confidential Information of the other party (each, a "Receiving Party"

when the recipient of Confidential Information, and a "Disclosing Party" when the discloser of Confidential Information). In the event the Receiving Party obtains Confidential Information from the Disclosing Party, the Receiving Party agrees to keep such Confidential Information in the strictest confidence and safeguard such information using the same degree of care as it uses to safeguard its own Confidential Information, which in no case shall be less than a reasonable degree of care. Each party's Confidential Information consists of its business plans and customer lists, any information the Disclosing Party identifies as confidential at the time of disclosure (or if in writing the Disclosing Party marks as Confidential), and any information a reasonable person would consider confidential under the circumstances. Notwithstanding anything herein to the contrary, Customer is a governmental entity and is bound by the laws of the state of Texas, including but not limited to, the laws regulated Public Information and as such Customer shall abide by all the laws and the Attorney General opinions, as amended governing the access of Public Information without the need to provide notice or disclose such a request for the Public Information, except as provided by law.

13. **Mutual Obligations**: The Receiving Party shall (i) not use the Disclosing Party's Confidential Information for any purpose other than the exclusive purpose of fulfilling its obligations under this Agreement; (ii) not use, disclose or otherwise make available to any person or entity (except as permitted herein) any of the Disclosing Party's Confidential Information during the term of this Agreement or thereafter without the prior written consent of the Disclosing Party. (iii) limit access to Confidential Information to those employees, officers, subcontractors and agents on a need-to-know basis who has first executed a general written agreement committing such person to conduct that would not violate its obligations pursuant to this Agreement; (iv) be responsible for any breach of this Agreement by employees, subcontractors, officers and agents. Notwithstanding anything herein to the contrary, Customer is a governmental entity and is bound by the laws of the state of Texas, including but not limited to, the laws regulated Public Information and as such Customer shall abide by all the laws and the Attorney General opinions, as amended governing the access of Public Information without the need to provide notice or disclose such a request for the Public Information, except as provided by law.

14. **Exceptions:** Confidential Information will not include information to the extent that: (a) such information is or becomes publicly available other than through any act or omission of either party in breach of this Agreement; (b) such information was received by the Receiving Party from a third party, which third party had no obligation of confidentiality to the Disclosing Party; or (c) such information was in the possession of the Receiving Party at the time of the disclosure, or (d) was independently developed by the Receiving Party without reference to the Disclosing Party's Confidential Information; (e) such information is/are required to be disclosed pursuant law, judicial order, or government regulation, provided that, in the event the Receiving Party becomes legally compelled to disclose any of the information, the Receiving Party shall provide to Disclosing Party prompt notice thereof so that Disclosing Party may seek a protective order or other appropriate remedy and/or waive compliance with the provisions of this Agreement.

15. **Termination / Suspension of Contract:** Either party may terminate this Agreement at any time upon not less than 30 days prior written notice to the other party. Customer shall pay Diversified for all Services rendered and Equipment delivered up to the effective date of termination plus any associated restocking fees for materials that cannot be returned for credit. Diversified is not required to release any work product unless Customer has made payment in full for the respective Services and/or Equipment. Diversified may terminate this Agreement or suspend the performance of the Services if Customer fails to pay Diversified any invoice issued pursuant hereto. Diversified shall have no liability to Customer or any third party as a result of any such suspension or termination.

16. **Independent Contractors; No Agency:** Each party is and shall act solely as an independent contractor. Nothing in this Agreement shall be construed to give either party the power or authority to act for, bind, or commit the other party in any way, or, to create the relationship of partners, principal and agent, or joint-venture partners between the parties.

17. **Indemnification:** To the extent permitted by Texas law, Customer and Diversified shall mutually indemnify, defend and hold each other's officers, directors, employees and agents harmless from and against

any and all claims, liabilities, suits, demands, losses, costs and expenses, including, but not limited to, the prevailing Party, reasonable attorneys' fees and other expenses and fees incurred through appeal, and interest thereon, accruing or resulting to any and all persons, firms or any other legal entities on account of any damages or losses, including injuries or death, or economic losses, arising out of the Services; provided, however, Customer shall not be required to indemnify Diversified for claims where Diversified, its officers, directors, employees or agents are found to be solely responsible by final non-appealable judicial decision for such damages or losses based upon such entity's or person's willful misconduct or gross negligence.

18. LIMITATION ON LIABILITY. EXCEPT FOR A PARTY'S BREACH OF THE CONFIDENTIALITY OBLIGATIONS OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY UNDER THIS AGREEMENT, NEITHER PARTY SHALL BE LIABLE FOR ANY LOST PROFITS, REVENUE OR SAVINGS, OR FOR ANY INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES UNDER ANY CIRCUMSTANCES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR ANY STATEMENT OF WORK HEREUNDER. FURTHER, EXCEPT FOR DIVERSIFIED'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT, UNDER NO CIRCUMSTANCES SHALL DIVERSIFIED'S AGGREGATE CUMULATIVE LIABILITY UNDER ANY STATEMENT WORK HERETO, WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE AVERAGE AMOUNT ACTUALLY PAID UNDER THE APPLICABLE STATEMENT OF WORK OVER A TWELVE (12) MONTH PERIOD. CUSTOMER ACKNOWLEDGES THAT THE FEES PAID BY IT REFLECT THE ALLOCATION OF RISK SET FORTH IN THIS AGREEMENT AND THAT DIVERSIFIED WOULD NOT ENTER INTO THIS AGREEMENT WITHOUT THESE LIMITATIONS ON ITS LIABILITY.

19. **Warranty; Limitation of Liability:** Except as specifically set forth in M&E LIMITED WARRANTY, Diversified makes no warranties whether express, implied or statutory, regarding the services and/or equipment provided under this agreement. to the greatest extent permitted by law, diversified specifically disclaims all implied warranties of merchantability, fitness for a particular purpose, and those arising from a course of dealing, usage or trade practice. Diversified shall not be liable for any indirect, punitive, special, incidental or consequential damages arising out of this agreement.

20. **Governing Law**: This Agreement shall be governed by and construed in accordance with the laws of the state of Texas without regard to its conflict of laws provisions. The Parties agree that the exclusive venue for any legal action or proceeding relating to this Agreement shall be instituted in any state or federal court inBell County, Texas, and the parties agree to submit to the jurisdiction of, and agree venue is proper in, the aforesaid courts in any such legal action or proceeding.

21. **Dispute Resolution:** In case of any dispute arising or related to this Agreement, Diversified and Customer, by mutual agreement, shall first attempt to resolve any dispute by requesting a meeting – whether virtual or in-person- with each Party's representative(s) and during such meeting each Party shall make its best efforts to resolve the issue(s) at hand. If after such meeting no resolution occurs, then either Party shall be able to exercise all available rights and remedy in the proper courts of jurisdiction as allowed herein.

22. **Assignment:** Neither party may assign this Agreement without the prior written consent of the other, though such consent shall not be unreasonably withheld. Nothing in this Agreement shall create a contractual relationship for the benefit of any third party.

23. **Notice:** Any notices required or permitted under this Agreement or required by law must be in writing and must be either: (i) delivered in person; (ii) sent by registered mail, return receipt requested; (iii) sent by overnight courier, (iv) or sent by facsimile, each case forwarded to the appropriate address set forth below.

If to Diversified:

Name:

Title:

Address:

Email:

If to Customer:

Name: Pedro Lopez

Title: Chief of Police

Address: 3304 Community Blvd., Killeen, TX 76542

Email: PLopez@killeentexas.gov

24. **Non-Solicitation of Employees:** Customer agrees that during the provision of any Services as provided by Diversified under this Agreement and for a period of one (1) year after the termination of this Agreement, Customer will not solicit or induce, directly or by use of a third party, any employee of Diversified leave his/her employ with Diversified. If Customer violates this provision, Customer shall pay Diversified a fee equal to fifty (50%) of such employee's then-current salary at Diversified.

25. **Miscellaneous:** This Agreement is the entire and integrated agreement between Customer and Diversified with respect to the subject matter herein and supersedes all prior negotiations, statements or agreements, either written or oral. The parties may amend this Agreement only by a written instrument signed by authorized representatives of both Customer and Diversified. If any term or provision of this Agreement is found to be unenforceable or invalid for any reason, the remainder of this Agreement shall continue in full force and effect, and the parties agree that any unenforceable or invalid term or provision shall be amended to the minimum extent required to make such term or provision enforceable and valid. This Agreement may be executed in one or more counterparts, including facsimile, each of which when executed shall be deemed to be an original, but all of which taken together shall constitute one and the same instrument.

6 ADDITIONAL COMPANY INFORMATION

Diversified	
Legal Entity Name	Distinct Holdings, Inc.
Type of Organization	Corporation
Business Name	One Diversified, LLC (dba Diversified)
Corporate Headquarters	37 Market Street Kenilworth, NJ 07033 908.245.4833 P 908.245.0011 F
Year Established	1993
Website	www.onediversified.com
Corporate Responsibility	https://onediversified.com/about-diversified/corporate-responsibility/
Diversity, Equality, Inclusion	https://onediversified.com/about-diversified/diversity-equity-inclusion/
Number of Employees	2,500
Federal Tax ID	42-1617340
DUNS	14-414-5443
DUNS Rating	4A2
Cage Code	3T0D9
NAICS	238210, 334112, 334220, 334290, 334310, 334419, 541330, 541511, 541512, 541519, 541618, 541990, 811213
3 Year Revenue History	2022 $1,100,000,000 USD 2021 $1,000,000,000 USD 2020 $ 950,000,000 USD
Project Contact Information	Matt Gawin Project Development Consultant Mission Critical Environments One Diversified, LLC United States 602-380-6322 (M) mgawin@onediversified.com

Federal W9

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

**Request for Taxpayer
Identification Number and Certification**

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

**Give Form to the
requester. Do not
send to the IRS.**

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

ONE DIVERSIFIED LLC.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC   ☐ C Corporation   ☐ S Corporation   ☐ Partnership   ☐ Trust/estate

☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ __C__

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

2975 NORTHWOODS PARKWAY

6 City, state, and ZIP code

NORCROSS, GA 30071

Requester's name and address (optional)

7 List account number(s) here (optional)

Print or type.
See **Specific Instructions** on page 3.

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

☐☐☐ – ☐☐ – ☐☐☐☐

or

Employer identification number

4 2 – 1 6 1 7 3 4 0

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and

2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and

3. I am a U.S. citizen or other U.S. person (defined below); and

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here   Signature of U.S. person ▶ *(signature)*   Date ▶ 1/6/22

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-INT (interest earned or paid)

• Form 1099-DIV (dividends, including those from stocks or mutual funds)

• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)

• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)

• Form 1099-S (proceeds from real estate transactions)

• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)

• Form 1099-C (canceled debt)

• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Insurance Certificate

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

	DATE (MM/DD/YYYY)
8/10/2024	8/10/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Lockton Companies 444 W. 47th Street, Suite 900 Kansas City MO 64112-1906 (816) 960-9000 kcasu@lockton.com

CONTACT NAME:	
PHONE (A/C, No, Ext):	FAX (A/C, No):
E-MAIL ADDRESS:	

	INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A :	The Charter Oak Fire Insurance Company	25615
INSURER B :	The Travelers Indemnity Company of Connecticut	25682
INSURER C :	Travelers Property Casualty Company of America	25674
INSURER D :	Westfield Specialty Insurance Company	16992
INSURER E :	Freedom Specialty Insurance Company	22209
INSURER F :	The Continental Insurance Company of New Jersey	42625

INSURED	DISTINCT HOLDINGS, INC. ONE DIVERSIFIED, LLC 37 MARKET STREET KENILWORTH NJ 07033
1529781	

COVERAGES   **CERTIFICATE NUMBER:** 19812425   **REVISION NUMBER:** XXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR	N	N	630-8N771257	8/10/2023	8/10/2024	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY ☐ SCHEDULED AUTOS HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY	N	N	810-1R626509	8/10/2023	8/10/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$ XXXXXXX
							BODILY INJURY (Per accident)	$ XXXXXXX
							PROPERTY DAMAGE (Per accident)	$ XXXXXXX
								$ XXXXXXX
C	X UMBRELLA LIAB X OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED X RETENTION $ 10,000	N	N	CUP-0P198799	8/10/2023	8/10/2024	EACH OCCURRENCE	$ 25,000,000
							AGGREGATE	$ 25,000,000
								$ XXXXXXX
C G	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	N	UB-9N160929 UB-0X929148	8/10/2023 8/10/2023	8/10/2024 8/10/2024	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
C D E F	E&O/CY/PROF XS/E&O/CY/PROF 2ND XS 3RD XS	N	N	ZPL-81N18545 XCE-348462P-00 XMF2309699 652453197	8/10/2023 8/10/2023 8/10/2023 8/10/2023	8/10/2024 8/10/2024 8/10/2024 8/10/2024	$5M OCC/$5M AGG $5M OCC/$5M AGG $5M OCC/$5M AGG $5M OCC/$5M AGG	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION See Attachments
19812425 PROOF OF COVERAGE	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE *[signature]*

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ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

7 WARRANTY & SERVICE LEVEL AGREEMENT

Diversified Limited Workmanship Warranty

1. In addition to any other rights you may have, Diversified shall extend a one year (365 calendar days) limited defective equipment and workmanship warranty from the date of substantial or practical completion of the system installation or beneficial use of the system by the Customer whichever is first occurring, unless such period has been superseded by the purchase of a Diversified Service Agreement Package. Details describing our Service Agreement options are outlined in a separate document. Diversified's limited warranty shall cover defective equipment and defects in workmanship for installation work relating to but not limited to cabling, connectors, structural elements, mountings, equipment rack wiring and internal adjustments. Under the limited warranty, labor services will be provided at no charge. Defects in third party manufacturer equipment and/or installation or other services provided by the manufacturer are covered under the manufacturer's warranty and will be managed by Diversified during the limited warranty period. Product serial numbers must not be removed.

2. Diversified's limited warranty excludes coverage due to equipment or system abuse, neglect, alteration, lamps and bulbs, misuse including but not limited to: operating outside of environmental, user error, electrical, temperature or humidity specifications, system alterations neither approved nor performed by Diversified or repair by a service facility other than those authorized by the manufacturer. If within the limited warranty period, we are contacted with a support request that falls under this limited warranty exclusion, time, travel and equipment for this and any subsequent visit required will be billed at our current labor Time & Material rates

3. All service support requests made after the expiration date of the limited warranty will be billed at our current labor Time & Material rates.

4. If a warranty in excess of 90 days is required by law in the country, state or local jurisdiction of system installation, Diversified shall extend the minimum warranty term required by applicable law. To the extent permitted by applicable law, any implied warranties, guarantees, terms or conditions, replacement components last only during the term of the limited warranty. Some local jurisdictions, states or countries may not allow limitations on how long an implied warranty, guarantee, term or condition lasts, so this limitation may not apply.

5. Diversified's limited warranty gives specific legal rights, and you may also have other rights which vary from state to state. You may also have other rights which vary from country to country.

6. If any provision of Diversified's limited warranty is legally invalid, the limited warranty shall endure except for the invalid provision. However, if a court determines that any provision is invalid, the court may limit the provision, delete specific words or phrases, or replace the invalid provision with one that is valid and that comes closest to expressing the intent of the invalid provision.

7. TO THE EXTENT PERMITTED BY APPLICABLE LAW, DIVERSIFED SHALL NOT BE HELD LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM A BREACH OF WARRANTY. SPECIFICALLY, DIVERSIFIED IS NOT RESPONSIBLE FOR ANY COSTS SUCH AS LOSS OF PROFITS OR REVENUE, LOSS OF DATA, BUSINESS DAMAGE OR OTHERWISE. SOME LOCAL JURISDICTIONS, STATES OR COUNTRIES MAY NOT ALLOW A LIMITATION ON SUCH DAMAGES, SO THIS LIMITATION MAY NOT APPLY.

7.1 Warranty Service Process

1. All new equipment provided by Diversified includes each manufacturer's full warranty from the date of Customer invoice. Diversified shall address all manufacturer warranty requirements as "Depot" (Return-to-Base / RTB) service only. Under Depot service, Customer ships equipment to an authorized factory warranty repair center. Diversified will act as liaison between Customer and manufacturer and assist with Return Materials Authorization (RMA) logistics support. Labor relating to defective equipment is covered for 365 days under this limited warranty and can be extended through the execution of a Service Level Agreement. All other time, travel and equipment for this and any subsequent visit required will be billed at our current labor Time & Material rates

2. Diversified shall respond to warranty support requests (via phone, email or on-site) during the normal working hours of 8a – 5p local (Customer site) time Monday - Friday, except recognized holidays. Service required outside of normal working hours shall be billed at current labor Time & Material rates for overtime work. Diversified will make every effort to address such issues within 72 hours after notification.

3. Upon arrival for warranty support, Diversified will expect access to the system and equipment. To avoid additional charges, please contact us 24 hours in advance if delays in access are to be expected. If our Technician arrives to a scheduled appointment and cannot gain access to the system or equipment to affect a proper diagnosis or repair, we will bill the service call for time, travel and equipment for this and any subsequent visit required at our current Time & Material rates.

4. If it is required that equipment be removed for repair, we will make every attempt to minimize the impact on the system operation while the unit is being repaired. However, it is not possible to guarantee any level of system operation. Loaner equipment is not included in our limited warranty or Service Agreements.

7.1.1 Service Level Agreement

In addition to the Limited Warranty described above, Diversified has included five (5) years of our Labor Only Assurance Service and Support. Standard Assurance Service and Support includes the following:

Service Offering Details				Service Type	
Service Offering	Solutions	Solution Description	Capabilities	Standard	Optional
Assurance	Remote Support	The Remote Support Solution represents our capabilities to remotely access and troubleshoot warranty audio and video equipment upon receiving an incident ticket from an end user. This process is possible through our highly trained tier 1(service desk), tier 2, and tier 3 representatives. This can include accessing a video conferencing system over the internet via remote network access or partner-specific portal to diagnose and fix issues or remotely adjusting settings on a microphone or other audio equipment. Remote support allows for quick and	Level 1 Support	x	
			Level 2 Support	x	
			Level 3 Support	x	
			Warranty Equipment Support	x	
			Non Warranty Equipment Support		x

		convenient problem resolution without needing a technician to be physically present.			
	Assurance - Onsite Support	Onsite support for audio and video solutions refers to technical support at the customer's location. When an issue cannot be resolved remotely and requires physical presence for further troubleshooting and resolution, an Onsite support solution is available to provide technical support, troubleshooting, and maintenance services at the customer's location.	Field Tech Dispatch	x	
			Filed engineer Level 2 Support	x	
			Filed engineer Level 3 Support	x	
	Assurance - Preventative Maintenance	Preventative maintenance involves inspecting and servicing the equipment periodically to ensure it functions correctly and prevents future breakdowns. This can include checking an tightening connections, updating the firmware (fix on the fail basis or critical security patches), and replacement of equipment & device that are in warranty.	PMV Visit and reporting		x
	Assurance - Governance		Standard reporting	x	
			Custom Reporting		x
			Leveraged Model	x	
			Dedicated Model		x
			SLA – Response	x	
			SLA - Resolution		x
			Customer ITSM		x
			Diversified ITSM	x	
			Customer success Manager	x	

Diversified shall make a good faith effort to perform Assurance Services according to the standard service targets defined below:

Service Desk – Calls

Service Measure	Metric Description	Performance Target	Target	Measurement Window
Average speed to answer	The number of calls the Service Desk level 1 agents answers within 15 minutes is divided by the total number of answered calls.	<15 Minutes	**95%**	24/7/365

Service Desk – E-mail

Response Time				
Service Measure	Metric Description	Performance Target	Target	Measurement Window
E-mail response time	The number of e-mails a Service Desk agent responds to Customer e-mail within 4 hours is divided by the total number of e-mails received.	4 Hours	**90%**	24/7/365

Onsite Field Services

Diversified shall perform Onsite Services in accordance with the following standard service targets:

- Response time: Diversified will respond to onsite visits within 48 hours of receiving a request, provided that remote troubleshooting has been completed and a technician has been assigned to the job.
- Quality of service: Diversified will ensure that all Assurance Onsite Services are performed with due care, skill, and diligence in accordance with applicable industry standards and best practices.

The 48-hour SLA clock will start once remote troubleshooting is completed and a technician is assigned to the job.

Response Time				
Service Measure	Metric Description	Performance Target	Target	Measurement Window
Onsite Response Visit	The number of tickets that had a technician onsite within 48 business hours vs. the total number of tickets that required onsite technician support	48 Hours	**95%**	Business Days/Hours Only

Preventative Maintenance

Diversified shall perform preventative maintenance visits based on the agreed timing and frequency determined by the Client and Diversified as outlined in this agreement.

This agreement includes one (1) scheduled Preventive Maintenance visits per agreement term for each covered location/room. The preventative maintenance visits shall be scheduled at mutually agreeable times and dates.

Service Level Exclusions

Following deliverables/requirements are explicitly excluded from the Assurance element of this offer.

- Diversified shall not be liable for any service level breaches arising from any events beyond their reasonable control, including but not limited to natural disasters, civil unrest, strikes, and government regulations.
- If the Diversified Onsite technician is unable to access the site due to circumstances outside of its control, including but not limited to restrictions on access, denial of entry, or any other similar cause, the SLA clock shall be stopped until access to the site is restored.
- In the event that safety issues arise while accessing the site or equipment, the SLA clock shall stop. Once the safety issue has been resolved and it is safe to resume work, the SLA clock will begin again.
- If Diversified is unable to perform the services due to the customer not being available at the site, the SLA clock shall stop until such time as the customer is available. Diversified shall make reasonable efforts to schedule the services at a mutually agreed-upon time with the customer, and any delays caused by the customer's unavailability shall not be counted towards the SLA metrics.
- If a device or site is not covered under warranty, the service levels provided under this Agreement shall not apply to such device or site. Instead, the Diversified shall provide a service on a reasonable effort basis, taking into account the availability of resources and the nature of the issue. The parties shall work together to develop a mutually agreeable service plan for the device or site that is not covered under warranty, which shall include a description of the services to be provided and the associated fees if any.
- Diversified shall not be responsible for any damage arising out of or related to the provision of services for devices or sites that are not covered under warranty.

8   Proposal Acceptance

Please review this Proposal for accuracy and if you agree, please sign below and return a copy to Diversified, keeping a copy for your records.

For SupplyCore	For Diversified
Authorized Signature	Authorized Signature
	Matt Gawin
Printed Name	Printed name
	July 15th, 2024
Date	Date
Email Address	

Purchase Order Payment	
Purchase Order No.	AP/Billing Contact
Delivery Site Address	AP/Billing Contact Email
Billing Address	AP/Billing Contact Phone

ACH / Wire Instructions	Remittance Address
Please contact Diversified's Treasury Dept at 888.727.6274 to confirm bank account information.	**Lock Box Address**
	One Diversified, LLC
Account #: 3666013	Lockbox, PO Box 95330,Chicago, Illinois 60694-5330
Domestic ACH / Wires Routing: 071000288	**Overnight To**
	Conduent c/o BMO Harris LBX 95330
	141 W. Jackson Blvd, Suite 1000
	Chicago, Illinois 60604
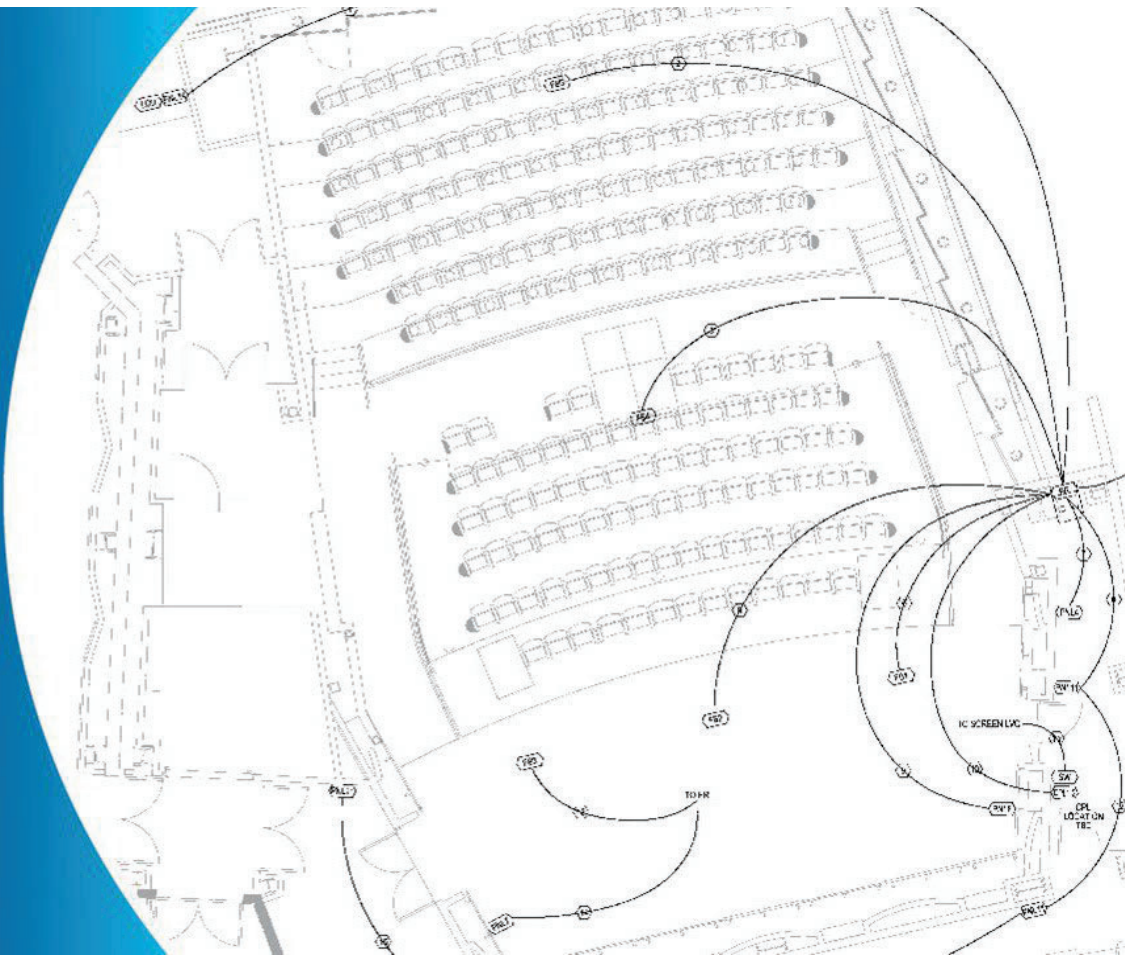
ONE DIVERSIFIED LLC

United States
www.onediversified.com

3060 Business Park Dr
Suite A
Norcross, GA 30071
Tel: 404.990.3803

Proposal #0711202４A
Real Time Crime Center
City of Killeen PD

FOUNTAINHEAD
CONTROL ROOMS

MILLIMETERS
INCHES

5944
[234]

1691,7
[66,6]

1179,4
[46]

13411,2
[528]

1100
[43,3]

1000
[39,4]

2044
[80,5]

1691,7
[66,6]

FOUNTAINHEAD CONTROLROOMS

Proposal #07112024A
Real Time Crime Center
City of Killeen PD

3060 Business Park Dr
Suite A
Norcross, GA 30071
Tel: 404.990.3803

1 **WORKSURFACE**
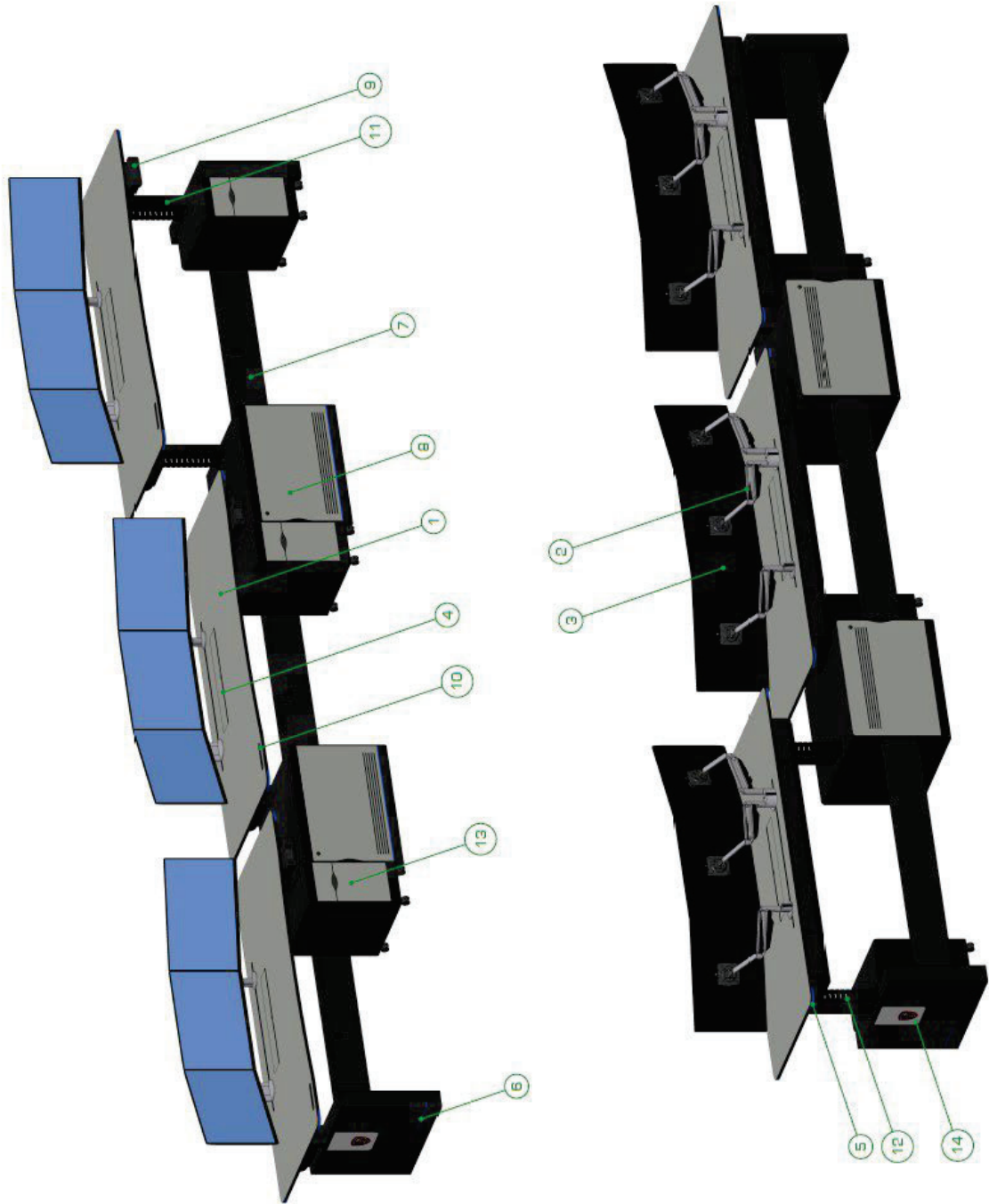Made in HPL (High pressure laminate) phenolic compact, anti-scratch, anti-bacterial and fire retardant.

2 **MONITOR ARM**
Adjustable monitor arm. With height, tilt and rotation regulation. Up to 7 kg of load capacity.

3 **MONITOR**
3 x 27" monitor per operator (not supplied).

4 **CONNECTIVITY DOCK**
Quick and comfortable access to power and data sockets from top. Hinged cover with soft closing.

5 **SAFETY PERIMETER LED**
Led lighting on the work surface edges, indicating the console's perimeter for risk prevention.

6 **AMBIENT LED LINE**
Led lighting on the feet and computers cabinets indicating the consoles perimeter and provide ambient light.

7 **CABLE MANAGEMENT DUCT**
Permits cabling from the ends of the console, with removable cover. At the same time adds some privacy in the legs area.

8 **COMPUTERS CABINET**
Rack with capacity up to 4x19" mounts of 10u or 2 PCs. Equipped with perforated doors and key locks.

9 **RADIO**
External radio panel.

10 **LIFTING COLUMNS CONTROL**
Up and down drive with 3 memory positions.

11 **LIFTING COLUMN**
Raises and lowers the worksurface by providing a smooth, quiet and elegant movement.

12 **CABLE CHAIN**
Drives cabling from worksurface to equipement cabinet.

13 **DRAWERS CABINET WITH CASTORS**
1 top drawer and file cabinet with capacity for A4 documents, office material and personal items.

14 **BACKLIT LOGO**
Customer corporative led logo.

MATERIALS & FINISHES

— Main frame and feet
    Steel - Black RAL 7021

— Work surfaces and doors
    HPL Phenolic - Pastel grey 0074

FOUNTAIN HEAD
CONTROLROOMS
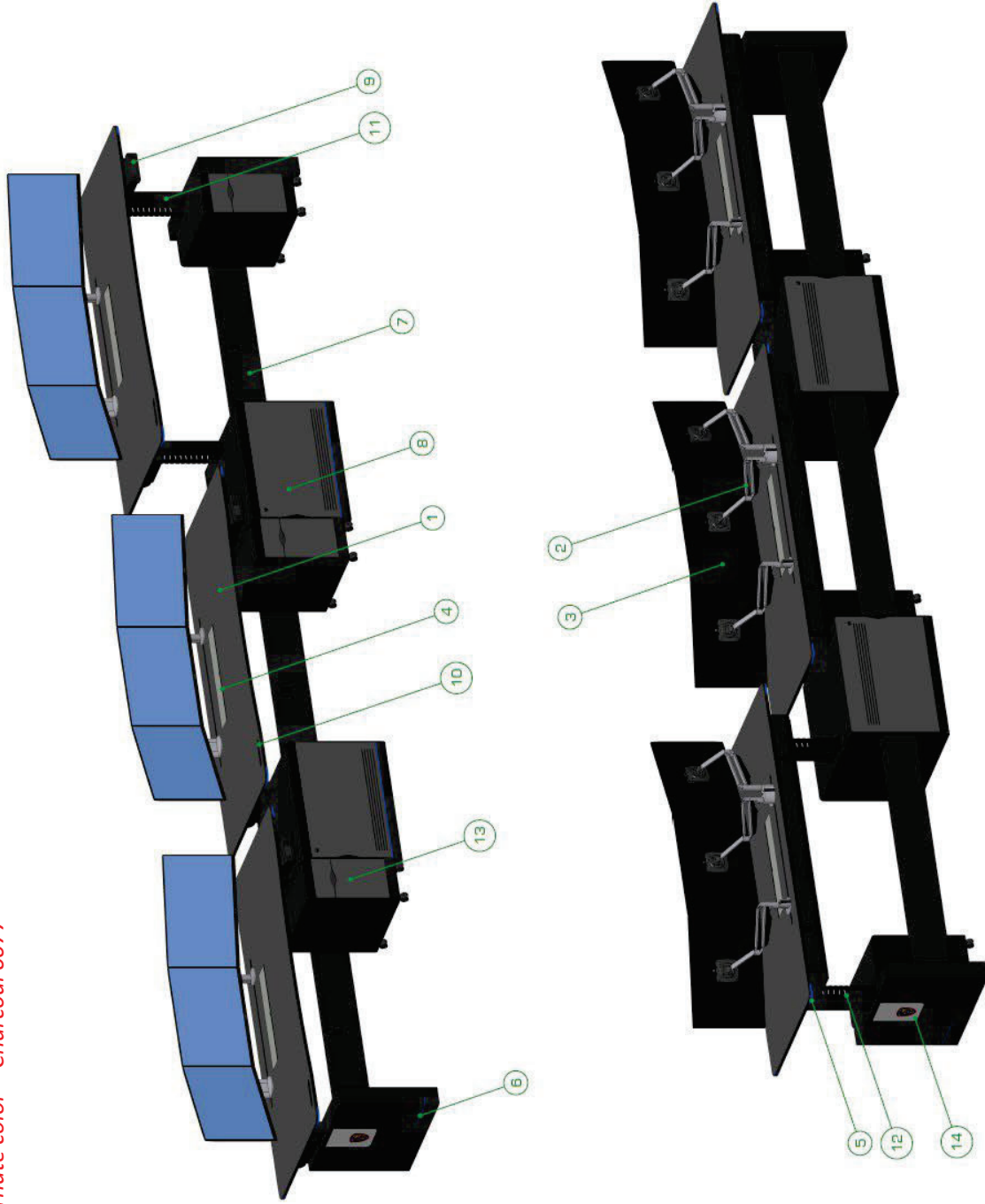
1 WORKSURFACE
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— Docking cover
   HPL Phenolic - Pastel grey 0074

— Work surfaces and doors
   HPL - Charcoal 0077
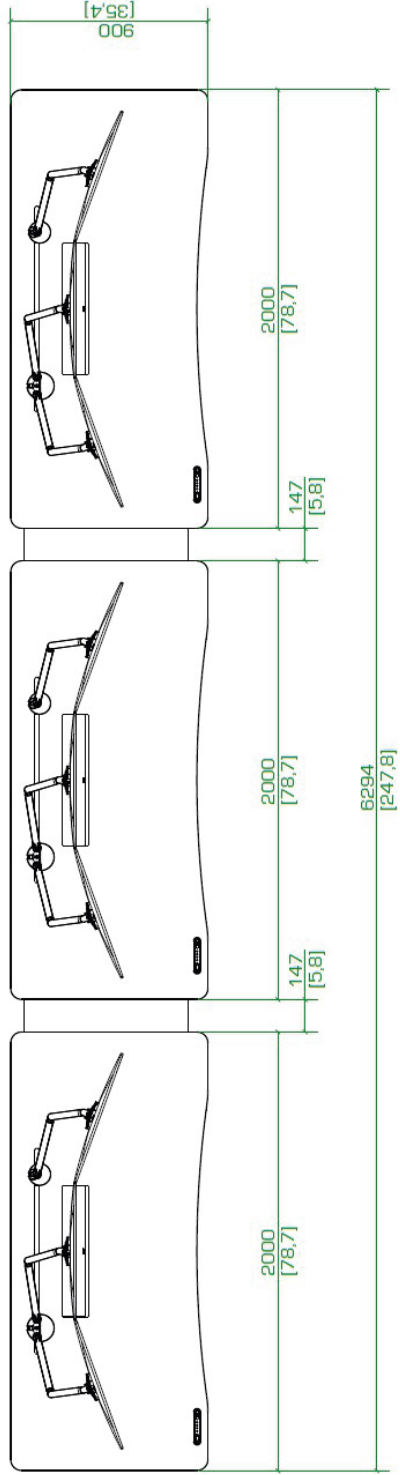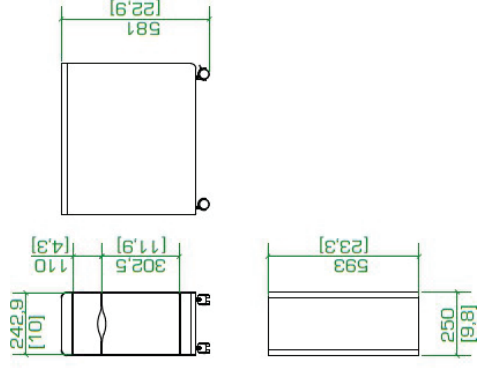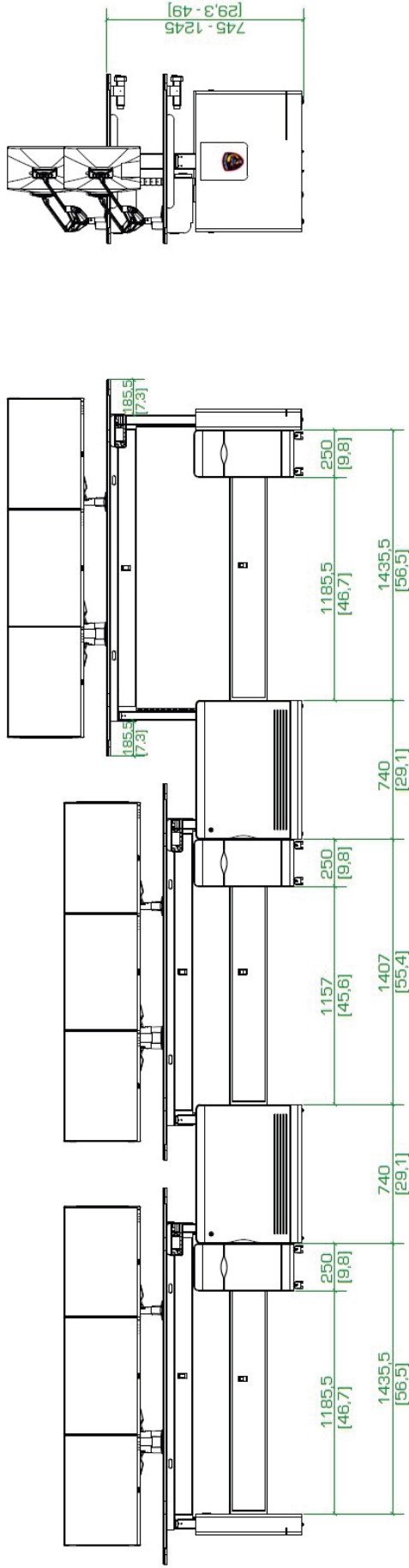
*Alternate color – Charcoal 0077

FOUNTAINHEAD
CONTROLROOMS

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FOUNTAIN HEAD
CONTROLROOMS

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FOUNTAINHEAD
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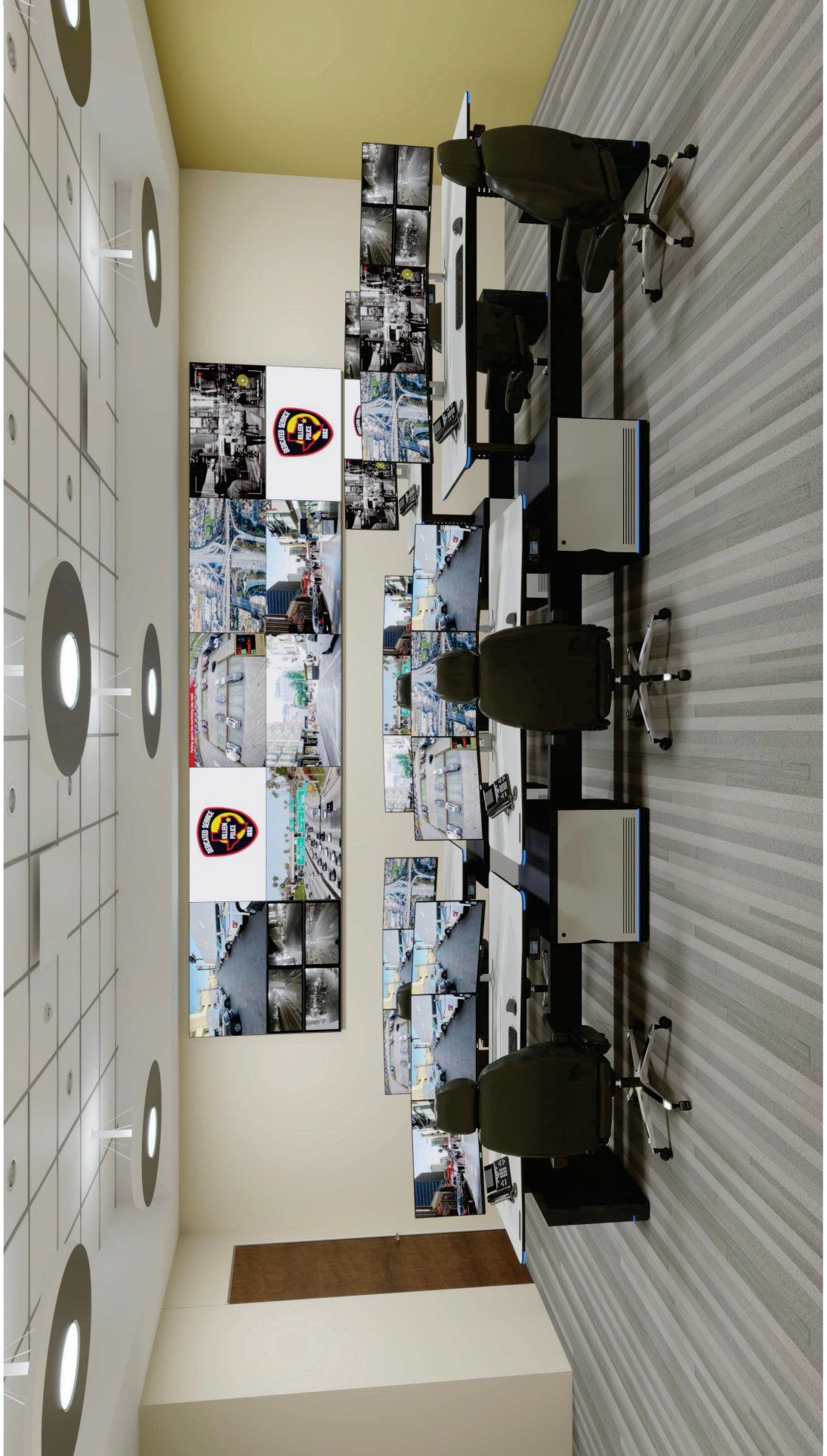
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CHRISTIE
FHD554-XZ/-R AND
FHD554-XZ-H/HR

Premium, sub-1mm bezel LCD video walls

With the latest technology, advanced performance, and intelligent design, your Extreme Series video wall will always look stunning. The Christie® FHD554-XZ and series have an extreme-narrow bezel width of 0.44mm (.88mm combined) that results in a near-seamless display that doesn't interfere with viewing ability.

Our latest platform supports 4K UHD signals at 60Hz on large tiled video walls. We factory-calibrate and match each panel to ensure image uniformity across the entire video wall for fast and easy installation and setup.

An OPS slot allows for easy performance upgrades, and accepts a a variety of embedded processing modules for control rooms or digital media players for digital signage.

Additional built-in processing includes video wall scaling, bezel compensation, staggered power-up and more.

Key features

› Extreme-narrow bezel width of 0.88mm (0.44mm per display)
› OPS slot accepts a variety of embedded processing modules
› 500 or 700 nits brightness ideal for control room applications
› Optional remote and redundant power for increased redundancy, serviceability and installation flexibility
› Ultra-thin installed depth of less than 4" (100mm) with optional 6-axis mount that complies with U.S. ADA regulations
› Advanced video wall signal and control distribution supports 4K UHD resolution and content scaling across large video walls, up to a 10x10 array
› Portrait or landscape orientation
› Active panel health and alert monitoring
› Advanced panel matching and built-in video wall scaling save installation time
› Comprehensive connectivity includes HDMI 2.0 and DP 1.2 supports 4K@60Hz sources
› 24/7 operation
› 4K UHD resolution and native support

CHRISTIE®

Technical specifications		Christie FHD554-XZ/-R	Christie FHD554-XZ-H/HR
Display technology	screen size (diagonal)	· 55"	
	native resolution	· 1920 x 1080 (16:9)	
	backlight	· Direct-lit LED	
	LED lifespan	· 60,000 hrs (50% brightness)	
	display orientation	· Portrait and landscape	
	pixel pitch	· 0.63 x 0.63mm	
	bezel size	· 0.88mm combined bezel to bezel (0.44mm per side)	
	brightness	· 500 nits (cd/m^2) typical	· 700 nits (cd/m^2) typical
	contrast ratio (full field)	· 1200:1	
	viewing angle (CR 10:1)	· 178˚ h/v	
	refresh rate	· 50/60Hz	
	response time	· 8 ms typical	
	color space (CIE 1931)	· 72% typical	
	display colors	· 1.07 billion, 10 Bit	
Signal	inputs	· 2 x HDMI™ (Ver 2.0, HDCP2.2) · 2 x DisplayPort™ (Ver 1.2, HDCP2.2) · OPS (HDMI 2.0)	
	outputs	· DisplayPort 1.2 (daisy chains up to 25 panels from one source)	
Control	inputs	· RS-232 via D-Sub9 · RJ-45 LAN · Keypad · IR window · IR wire extender	
	outputs	· RJ-45 for control looping	
Power	input rating	· 100-240 VAC @ 50-60Hz	
	power consumption	· FHD554-XZ: 205 (Typical) 265 (Maximum) without OPS[1] Standby - <=0.5W · FHD554-XZ-R: 205 (Typical) 265 (Maximum) without OPS[1] Standby - <=0.5W	· FHD554-XZ-H: 205 (Typical) 280 (Maximum) without OPS[1] Standby - ≤0.5W · FHD554-XZ-HR: 205 (Typical) 265 (Maximum) without OPS[1] Standby - <=0.5W
Environment	operating temperature	· 32-104˚F (0-40˚C)	
	operating humidity	· 20-90% RH non-condensing	
	storage temperature	· -4-140˚F (-20-60˚C)	
Physical	size (without handles)	· (WxHxD) 47.6 x 26.8 x 3.75" (1210.5 x 681.2 x 95.3 mm)	
	weight (without handles)	· 62lbs (28kg)	
	panel mount locations	· VESA (WxH) 400 x 400mm, M8 (15mm internal depth)	
Runtime		· Designed for 24/7 operation[2] featuring a reliable power supply and cooling system	
Features		· Commercial-grade LCD with LED backlight · Standard size OPS · Built-in processing supports video walls up to 10x10 · Anti-glare coating · Video Wall Toolbox software · SNMP for monitoring · Multi-stream transport supported across up to four panels (UHD at 60fps) · Remote and button lock · Pixel Orbiting (IRFM) · Bezel compensation · Kensington lock	
Accessories	included	· Panel ships with DisplayPort cable · IR remote control · External IR receiver · Power cable · Control daisy chain cable · Spacer tool · Safety guide	
	optional	· MPL15 landscape/portrait capable LCD video wall mount · ML25 6-axis landscape mount for mounting depth of <= 4"(100mm) · Remote Power Supply Rectifier (FHD554-XZ-HR & FHD554-XZ-R) · Remote Power Supply Shelf (FHD554-XZ-HR & FHD554-XZ-R) · DC Power Cables (FHD554-XZ-HR & FHD554-XZ-R)	
Warranty		· Three years parts and labor limited warranty · Contact an authorized Christie representative for full details of our limited warranty	

[1] OPS device consumption is not considered.

[2] Avoid static images for extended periods. Refer to the product documentation for additional runtime guidelines.

Content and operating conditions can affect the useful life of the product.
Please refer to the product user manual and available at www.christiedigital.com

For the most current specification information, please visit christiedigital.com

CHRISTIE®

HAIVISION
Command 360

Video Wall Solution for Operation and Command Centers

Haivision Command 360 is an advanced visual collaboration platform for situational awareness and real-time decision making in mission-critical environments. Command 360 enables enterprises, defense agencies, and public safety teams to securely visualize and dynamically respond to urgent situations such as cybersecurity breaches, defense missions, and public emergencies faster than ever before.

HAIVISION
Command 360
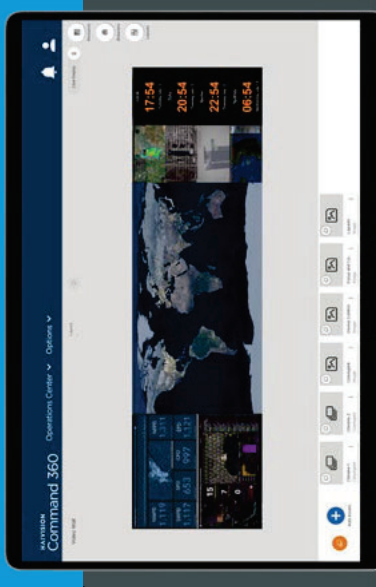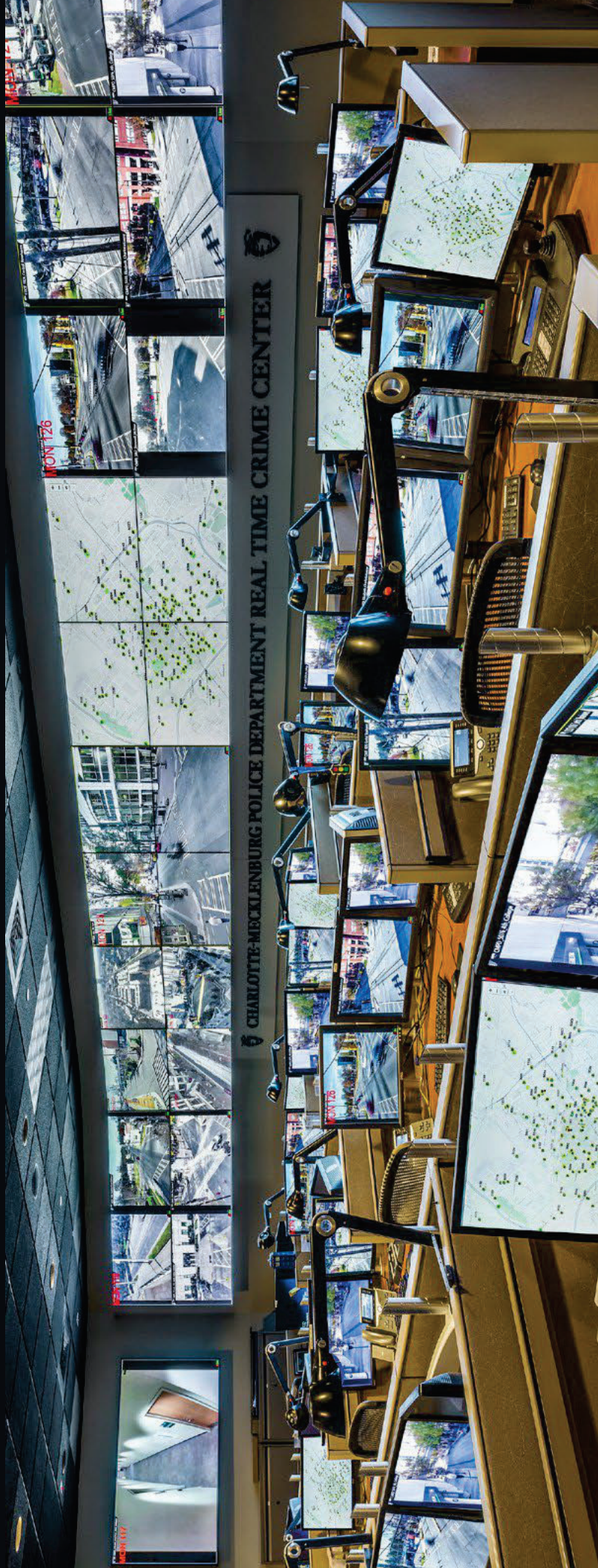
FEATURES & BENEFITS

▲ **Intuitive User Interface**

Dynamically configure your video wall and eliminate the need for extensive training with an intuitive user interface accessible from any web browser. Users can rearrange and resize input sources to create custom layouts within seconds using a mouse or touchscreen.

▲ **Centralized Control and Administration**

Manage user permissions by defining specific actions and sources available to each role, team, or room. Ensure around the clock operation of your video wall with scheduled workflows.

▲ **Real-Time Visibility of Multiple Content Sources**

Route and display video wall content from virtually any signal format - digital or analog, physical or IP and from nearly any device, including workstations, laptops, tablets, cameras, and media players.

▲ **Defense Grade Security**

Configure settings to align with your organization's security posture with a platform specifically designed to meet defense-grade and enterprise zero-trust model standards.

HAIVISION

I INTRODUCING COMMAND 360

A Complete Visual Collaboration Solution for Mission-Critical Environments

Command 360 aggregates real-time video and computer sources and enables users to customize the display of this information across any network configuration. The platform's open architecture enables seamless integration with all the components needed for a complete video wall system – from encoders and decoders to video wall displays and portable systems. Command 360 can also control external audio and TV systems, eliminating the need for third-party devices or custom programming.

Operation Center

Remote Office

Operational Control

Command 360

Processing

Alpha FX Pro

Alpha FX

Command 360 Manager

Command 360 Manager

Asset Generation & Transmission

CineLink

CineAgent

Media Players

IP Video Cameras

Laptops

Workstations

Web-Based

Virtual Content

External Device Control

Audio System

TV Tuner

HAIVISION

HAIVISION
Command 360
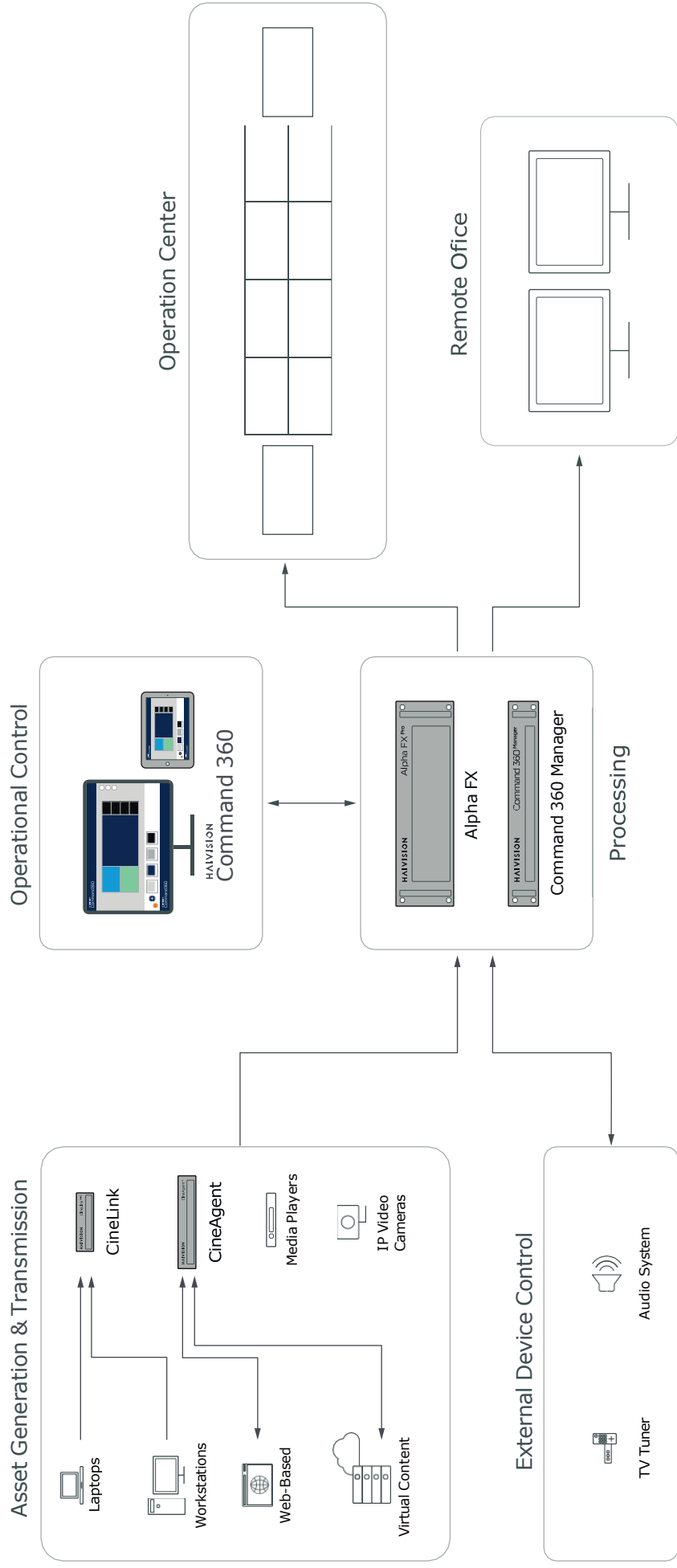
Command 360 Hardware

The Haivision Command 360 platform runs on purpose-built hardware that helps aggregate, process and display critical content on high-definition video walls.

Alpha FX

Alpha FX processors are multi-4K, IP-enabled video processors that are used by Command 360 to ingest and display content on a video wall or across a network in real-time.

Cinelink

CineLink allows you to send live video, including from workstations, laptops, and cameras to the Alpha FX video processor for display on your video wall.

CineLink KVM

CineLink KVM provides remote access to multiple computers simultaneously on the Command 360 video wall which can each be controlled with a single keyboard and mouse.

CineAgent

CineAgent enables you to display multiple full screen web browsers on your operation center video wall, for sharing real-time local and remote content.

Command 360 Manager

Command 360 Manager offloads resource-intensive tasks from the Alpha FX processor, such as UI rendering and device control, which helps optimize system performance for displaying content.

HAIVISION

Product data sheet

Specifications

APC NetShelter SX, Networking Rack Enclosure, 42U, Black, 1991H x 750W x 1200D mm

AR3340

Overview

Presentation	NetShelter SX Networking Enclosure expands Schneider Electric's superior IT enclosure line with improved support for high density networking applications. Integrated high density cable managers and improved cable access roof provide support for large cable bundles. When combined with the Side Airflow Duct Kit, the Networking Enclosure ensures complete isolation of cold intake and hot exhaust air for large switches and SAN directors.
Lead time	Usually in Stock

Main

Product or Component Type	Rack enclosure
Number of rack unit	42U
Provided equipment	Baying hardware Key(s) Keyed-alike doors and side panels Leveling feet Mounting Hardware Pre-installed casters Side Panels Vertical cable managers

Physical

Height	78.4 in (199.1 cm)
Width	29.5 in (75 cm)
Depth	47.2 in (120 cm)
Net Weight	355.74 lb(US) (161.36 kg)
Color	Black
Mounting preference	No preference
Mounting Mode	Not rack-mountable
Maximum Mounting Depth	37.75 in (95.89 cm)
minimum mounting depth	11.0000000000 in (27.94 cm)
rack width	19"
Marking	14 gauge EIA mounting rail 16 gauge front door 16 gauge post 16 gauge rear door 18 gauge roof 18 gauge side panels
Permanent permissible load	2250 lb(US) (1020.6 kg) dynamic 3750 lb(US) (1701.0 kg) static

Conformance

Price is "List Price" and may be subject to a trade discount – check with your local distributor or retailer for actual price.

Standards	UL 2416
	UL 60950-1
	EIA-310E

Ordering and shipping details

GTIN	731304284963
Country of origin	CN

Packing Units

Unit Type of Package 1	PCE
Number of Units in Package 1	1
Package 1 Height	83.4 in (211.8 cm)
Package 1 Width	52.0000000000 in (132.08 cm)
Package 1 Length	33.50 in (85.09 cm)
Package 1 Weight	403.84 lb(US) (183.18 kg)

Contractual warranty

Warranty	5 year repair or replace

APC Rack Automatic Transfer Switch AP4432

- Redundant switch (rack-mountable)
- AC 200/208 V
- Ethernet 10/100, RS-232, USB
- output connectors: 18
- 2U
- black

Product data sheet

Specifications

Rack PDU,Basic, 1U, 16A, 208&230V, (10)C13 & (2)C19

AP9559

Overview

Lead Time	Usually in Stock

Main

Color	Black
Pdu Type	Basic
Cord Length	8.2 ft (2.50 m)
Number Of Cables	1
Provided Equipment	User Manual Rack Mounting brackets

Complementary

Input Voltage	120 V 208 V 230 V
Height	1.73 in (4.4 cm)
Width	17.60 in (44.7 cm)
Output Voltage	120 V 208 V 230 V
Depth	2.24 in (5.7 cm)
Net Weight	2.16 lb(US) (0.98 kg)
Mounting Location	Front Rear
Mounting Preference	No preference
Input Plug Type	IEC 60320 C20
Mounting Mode	Rack-mounted
Rack Units	1U
Mounting Position	Horizontal
Acceptable Input Voltage	90…250 V
Max Line Current	16 A
Input Current Limits	16 A
Load Capacity	3680 VA
Input Frequency	50/60 Hz
Total Number Of Outlets	10 IEC 60320 C13 2 IEC 60320 C19

Environment

Product Certifications	cUL Listed CE UL Listed VDE Victoria
Ambient Air Temperature For Operation	32…113 °F (0…45 °C)
Relative Humidity	0…95 %
Operating Altitude	0...10000 ft
Ambient Air Temperature For Storage	-13…149 °F (-25…65 °C)
Storage Relative Humidity	0…95 %
Storage Altitude	0…50000 ft (0.00…15240.00 m)

Ordering and shipping details

Gtin	731304123521

Packing Units

Unit Type Of Package 1	PCE
Number Of Units In Package 1	1
Package 1 Height	6.50 in (16.5 cm)
Package 1 Width	19.02 in (48.3 cm)
Package 1 Length	5.98 in (15.2 cm)
Package 1 Weight	5.19 lb(US) (2.355 kg)

Contractual warranty

Warranty	2 years repair or replace

Product data sheet

Specifications

APC Smart-UPS X, Line Interactive,3kVA,Rack/tower convertible 4U,208V,2x L6-20R NEMA+4x C13 IEC+2x C19 IEC, SmartSlot,Extended runtime,Short depth,TAA

SMX3000HVTUS

Overview

Lead Time	Usually in Stock

Main

Main Input Voltage	208 V
Other Input Voltage	220 V 230 V 240 V
Main Output Voltage	208 V
Other Output Voltage	220 V 230 V 240 V
Kw Rating	2700 W
Rated Power In Va	3000 VA
Input Connection Type	NEMA L6-20P
Output Connection Type	2 NEMA L6-20R 4 IEC 320 C13 3 IEC Jumpers 2 IEC 320 C19
Number Of Rack Unit	4U
Number Of Cables	1
Battery Type	Lead-Acid battery
Provided Equipment	CD with software Documentation CD Smart UPS signalling RS-232 cable User Manual USB cable Rack Mounting brackets

Batteries & Runtime

Run Time	View Runtime Graph
Efficiency	View Efficiency Graph
Extendable Run Time	1
Included Battery Modules	0
Battery Slots Empty	0
Typical Recharge Time	3 h

Rbc Quantity	1
Battery Life	3…5 year(s)
Replacement Battery	APCRBC143US
Battery Charge Power (Watts)	245 W rated

General

Number Of Power Module	2400
Number Of Power Module Filled Slots	0
Number Of Power Module Free Slots	0
Product Web Sub-Family	TAA compliance
Redundant	No

Physical

Color	Black
Height	17.01 in (43.2 cm)
Width	7.01 in (17.8 cm)
Depth	19.02 in (48.3 cm)
Net Weight	85.19 lb(US) (38.64 kg)
Mounting Location	Front
Mounting Preference	Lower
Mounting Mode	Rack-mounted
Two Post Mountable	1
Usb Compatible	Yes

Input

Efficiency At Full Load	141. ....V 160. V
Input Frequency	50/60 Hz +/- 3 Hz auto-sensing

Output

Crest Factor	3 : 1
Harmonic Distortion	Less than 5%
Maximum Configurable Power In Va	3000 VA
Max Configurable Power (Watts)	2700 W
Transfer Time	2-4 ms 4ms typical : 8ms maximum
Topology	Line Interactive
Wave Type	Sine wave
Output Frequency (Sync To Mains)	50/60 Hz +/- 3 Hz sync to mains

Conformance

APCRBC143US

Product Certifications	C-tick
	CE
	CSA
	GOST
	IRAM
	TAA compliance
	VDE

Environmental

Acoustic Level	55 dBA
Heat Dissipation	184 Btu/h
Operating Altitude	0...10000 ft
Ambient Air Temperature For Operation	32…104 °F (0…40 °C)
Ambient Air Temperature For Storage	5…113 °F (-15…45 °C)
Storage Altitude	0…50000 ft (0.00…15240.00 m)
Relative Humidity	0…95 %
Storage Relative Humidity	0…95 %

Communications & Management

Control Panel	Multi-function LCD status and control console
Emergency Power Off (Epo)	Yes
Free Slots	1
Control Panel	LED status display with on line : on battery : replace battery and overload indicators
Alarm	Alarm when on battery : distinctive low battery alarm : configurable delays

Surge Protection and Filtering

Surge Energy Rating	645 J
Filtering	Full time multi-pole noise filtering : 0.3% IEEE surge let-through : zero clamping response time : m

Ordering and shipping details

Gtin	731304340393

Packing Units

Unit Type Of Package 1	PCE
Number Of Units In Package 1	1
Package 1 Height	12.99 in (33 cm)
Package 1 Width	24.92 in (63.3 cm)
Package 1 Length	23.07 in (58.6 cm)
Package 1 Weight	105.23 lb(US) (47.73 kg)
Pallet Unit Layers	2
Pallet Layers	4

Contractual warranty

Warranty	3 years repair or replace (excluding battery) and 2 years for battery, optional on-site warranties available, optional extended warranties available

Chief LTM1U

Large Fusion® Micro-Adjustable Tilt Wall Mount

Fusion® Wall Tilt Series SKU: LTM1U

Chief's Fusion® tilt wall mounts were developed based on installer feedback and direct observations of installers in the field. Favorite Fusion® features include Centerless shift, Centris tilt, ControlZone leveling adjustment and ClickConnect Latching.

Benefits included increased stability, fast installation, easy cable management and security.

The installer-inspired Fusion® tilt mount solves top flat panel installation problems, offering flexible adjustments for large displays with a low-profile display mounting solution.

Logitech TAPMSTBASELNV3

Logitech Tap for Microsoft Teams Rooms with Lenovo ThinkSmart Core (No AV)

The **Tap for Microsoft Teams Rooms with Lenovo ThinkSmart Core** from **Logitech** is a conferencing solution certified for Teams. It features one-touch join and proximity join, as well as center-of-room touch control. This bundle includes a Tap touch controller and a Lenovo ThinkSmart Core Mini PC, with a Core i5 processor, 16GB of RAM, and HDMI output. The Lenovo is pre-configured for immediate deployment, providing powerful and reliable performance in a compact form factor

One-Touch Join
Easily start and join meetings with just one tap
10.1" Capacitive Touchscreen Display
Spacious and responsive touchscreen resists fingerprints and glare for high legibility and easy operation
Sleek, Low Profile
Comfortable 14° angle allows for easy viewing, while providing an unobtrusive presence in the room

Always-On Readiness
Built-in motion sensor saves power when idle and powers on when a person approaches
Headphone Jack
A 3.5mm headphone jack extends the host computer's wired audio capabilities to the tabletop, ideal for private conversations and for the hearing impaired
Dual Cable Exits
A sturdy metal cover with removable bottom and rear exits keep cables tidy and secure
Clean Cable Management
Built-in cable retention and strain relief system hides the cable entirely within its enclosure and secures it to prevent unwanted disconnections
USB Accessory Port
Connect an accessory such as a USB speakerphone to the USB Type-A port
HDMI Input for Content Sharing
Provides instant wired content sharing when used with Google Meet, Microsoft Teams Rooms, and Zoom Rooms
Anti-Theft Protection
Keep the Tap securely in place by connecting a security cable to one of its two Kensington lock slots, one on the bottom and another on the back
Compatible Software
Logitech Sync
Microsoft Teams
Zoom
GoTo Meeting
Google Meet
RingCentral
Pexip

QSC®

AcousticDesign™ Series AD-C6T-LP

KEY FEATURES

- Consistent tonal characteristics across the entire AcousticDesign family for surface, ceiling, and pendant applications

- DMT (Directivity Matched Transition™) waveguide ensures smooth, uniform frequency response over the coverage area

- Snap-fit magnetic grille

- 3x double stepped, long travel dog-ear blind
  mount system

- Intrinsic Correction™ voicings available via Q-SYS Platforms and CXD amplifiers

- Low-saturation and low-loss 70/100 V transformers with 16 Ω bypass

- Blemish-free removable logo

- Removable conduit cover plate, also available as accessory for pre-install wiring

- UL1480 and UL2043 certified

- Available in white (RAL 9010)

- Complete EASE, CF2, CAD, & BIM information available online

AcousticDesign™ Series AD-C6T-LP

6.5" small format, low profile, ceiling mount loudspeaker

The QSC AcousticDesign™ AD-C6T-LP is a 6.5" two-way low profile ceiling loudspeaker ideally suited for a wide variety of foreground and background sound reinforcement applications which utilize 70/100 V or 16 Ω bypass configurations.

The AcousticDesign™ Series offers integrators a premium quality installed sound solution where performance, consistent coverage, and aesthetics are paramount. Specifically designed to maintain a consistent tonal characteristic across the entire family in ceiling, surface, and pendant applications, the AcousticDesign™ series allows integrators seamless transitions within blended installations.

The AD-C6T-LP features a high quality 6.5" weather treated paper cone woofer with a 1" voice coil and a .75" aluminum dome tweeter which is positioned on a DMT waveguide.

DMT (Directivity Matched Transition™) is QSC's design philosophy where the high frequency waveguide is matched to the natural conical behavior of the woofer at the crossover point. The result is a coherent transition between transducers with improved off-axis power response for consistent 135° conical DMT coverage.

The accurate frequency response of the AD-C6T-LP is maintained even in 70/100 V applications by use of a low-loss, low-saturation 60-watt transformer with selectable taps, including 16 Ω bypass, using a rotary selector located under the snap-fit magnetically attached powder coat steel grille.

To retain lasting good looks, the rugged ABS baffle is further protected by using UV inhibitors that prevent discoloration and by a powder coated steel back can. The magnetic grille features a stick-on logo that can be removed blemish-free for installations where branding is not permitted.

IInstallers will appreciate the 3x double stepped, long travel dog-ear blind mounting system, which captures from 0" - 2.25" of ceiling thickness. The conduit cover plate can be easily removed by losening the single captive Phillips screw allowing access to the locking 4-pole Euro-block connector which can accept up to four 18 AWG pairs, eliminating the hassles of star topology wiring designs.

Intrinsic Correction™ voicings that optimize performance and speed the install process are easily deployed via the Q-SYS Platforms, including CXD Series amplifiers, as part of a complete QSC systems solution.

The AD-C6T-LP is available in QSC standard white (RAL 9010) and may be painted to match any decor.

For your system integration needs, complete EASE, CF2, CAD, and BIM files are available for download at QSC.com.

AD-C6T-LP

System Detail

LF transducer	165 mm [6.5 in] weather treated paper cone woofer
HF transducer	19 mm [.75 in] aluminum dome tweeter
Effective frequency range [1, 2, 3, 8]	65 Hz – 20 kHz
Rated noise power / voltage [6]	60 W / 31 V (rms)
Sensitivity [dB]	Rated @ 1W, 1m [2, 3, 4, 8] : 88
Coverage (-6 dB) [°]	Rated [2, 5, 8] : 135 conical DMT
Directivity factor [2, 5, 8]	6.5
Directivity index [dB] [2, 5, 8]	8
Maximum SPL [dB]	Rated (continuous / peak) [7] : 106 / 112
Transformer taps / impedance	1Bypass:16 Ω 7.5 W (70 V); 15 W (100 V) Tap: 667 Ω 15 W (70 V); 30 W (100 V) Tap: 333 Ω 30 W (70 V); 60 W (100 V) Tap: 167 Ω 60 W (70 V); N/A (100 V) Tap: 83 Ω
Input connector type	Euroblock connector with parallel output
Enclosure material	ABS baffle on powder coated steel back can
Grille material	Powder coated steel
Ingress protection	IP-34
Operating environment	Designed for indoor use
Operating temperature range	-20 to 50° C [-4 to 122° F]
Cutout dimension	Ø 305 mm [Ø 12 in]
Net Weight	4.2 kg [9.3 lb]
Product dimensions (Ø x H)	Ø 340 x 100 mm [Ø 13.37 x 3.95 in.]
Shipping weight	13.3 kg [29.3 lb] (pair packed)
Shipping dimensions (H x W x D)	178 x 864 x 470 mm [7 x 34 x 18.5 in] (pair packed)
Included accessories	C-ring and tile rails, rail screws, euroblock connector, cut-out template, grille
Optional accessories	AD-MR8 (pre-install mud ring)
Safety Agency	UL1480, UL2043, NFPA90, NFPA70 suitable for use in air handling spaces. Transformer UL registered per UL1876, ROHS, CE compliant. Baffle meets UL94-V0 and UL94-5VB flamibility rating; in accordance with IEC60849 / EN60849 systems.

1 -10 dB from rated sensitivity
2 Full-space, IEC baffle, 4 m
3 Reference axis
4 200 - 10 kHz average
5 500 - 5 kHz average
6 IEC, 2hrs
7 Calculated from rated noise power and sensitivity
8 Reference plane is the plane coincident
  with the loudspeaker baffle plane. Reference
  axis is the axis perpendicular to the reference
  plane and passing through the center of the
  baffle. Vertical plane is the plane intersecting
  the reference plane at a right angle, including
  the reference axis and the taps selector knob.
  Horizontal plane is the plane intersecting the
  reference plane and the vertical plane at a right
  angle, including the reference axis.

Impedance / Frequency Response:

Sound pressure, Level (dB) / Resistance, Amplitude (ohm) vs Frequency (Hz)

- ▬ Frequency Response (Raw)
- ▬ Frequency Response (Intrinsic Correction™)
- ▬ Impedance (16 ohm bypass)

Beamwidth:

Beamwidth (-6dB) (dB) vs Frequency (Hz)

Dimensions:

100 mm [3.95 in]   95 mm [3.75 in]

300 mm [11.80 in]

340 mm [13.37 in]
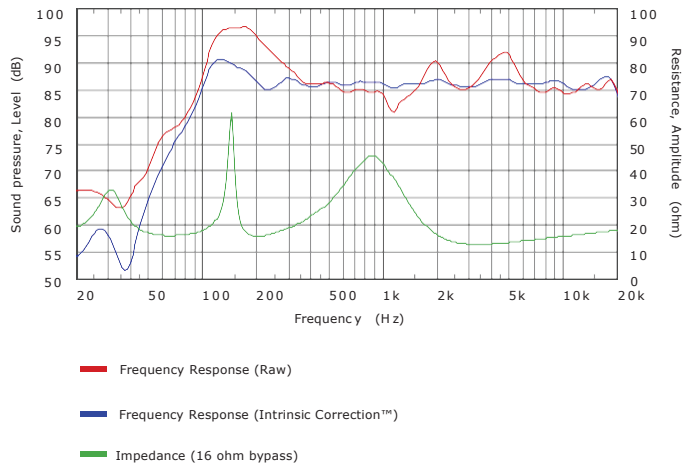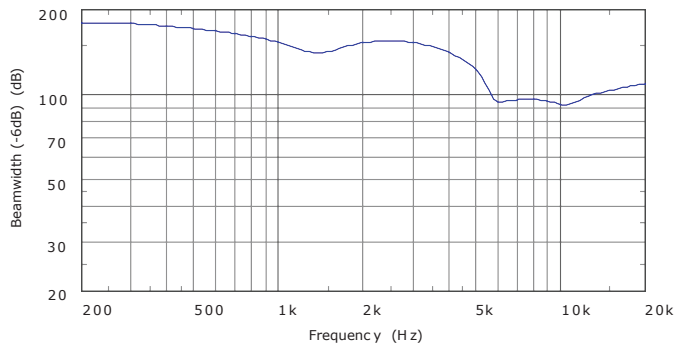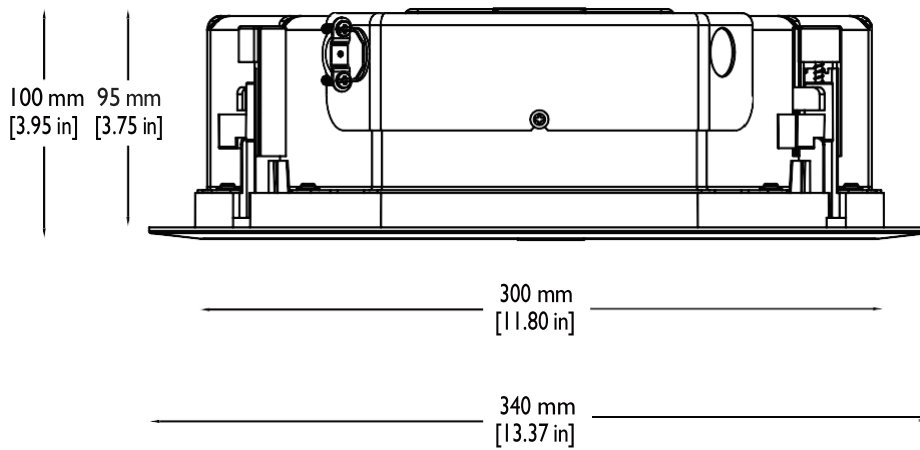
As part of QSC's ongoing commitment to product
development, specifications are subject to change without notice.

Q-SYS™

Q-SYS Core 8 Flex

KEY FEATURES

- 64 x 64 networked audio channels (Q-LAN / AES67)
- Eight on-board Flex channels and GPIO
- 8 x AEC (acoustic echo cancellation) processors
- up to 32 x 32 Dante audio channels (8 x 8 included)
- Supports up to three (3) Q-SYS NM-T1 tabletop microphones (up to six (6) with the Collaboration

  Bundle scaling license)
- USB AV bridging (8 x 8 audio + Q-SYS camera support)
- External USB audio device host
- Supports up to 2 VoIP softphone instances
- Full featured Q-SYS Control engine
- Dual gigabit ethernet ports with assignable application resources offering any combination of VoIP, Q-LAN Control, Q-LAN audio or network redundancy
- Internal power supply
- 1U half-width, includes mounting hardware

Q-SYS Core 8 Flex
Analog + Network I/O Processor

Introducing the Q-SYS Core 8 Flex audio, video and control (AV&C) processor, which extends the applications of the Q-SYS Ecosystem into a wider range of smaller-scale installations across corporate, higher education, healthcare and beyond. Built on the same foundational technology as the rest of the Q-SYS processor portfolio, including the best-in-class Q-SYS Core 110f, the Core 8 Flex is designed for applications with lower network channel capacity and/or targeted processing requirements.

Core 8 Flex offers onboard analog audio I/O and GPIO plus network AV&C processing, and like all Q-SYS Core processors, the Core 8 Flex delivers features and functionality at the software level, including acoustic echo cancellation (AEC), wide-area paging, video routing, and a full featured control engine without the need for dedicated control processors.

ONBOARD ANALOG I/O PLUS NETWORK I/O

In addition to it's 64 x 64 network aaudio I/O capacity, the Core 8 Flex offers eight on-board Flex channels and eight GPIO on-ramps to integrate analog audio and control devices into the Q-SYS Ecosystem

RIGHTSIZED. UNCOMPROMISED.

Rather than deploying an AV&C processor with unused analog I/O that occupies a full rack space, Core 8 Flex offers a smaller, space-efficient solution with the right amount of analog I/O. However, it does not compromise on functionality; instead it delivers a fully-integrated and customized Q-SYS experience, from paging and background music distribution to control, automation and beyond (the same feature set as the larger Cores in the processor portfolio).

OPTIMIZED FOR THE MEETING SPACE

While it can be used across multiple installation types, Core 8 Flex provides the AV infrastructure to enable full room web conference integration, particularly for larger, more challenging spaces. It features USB integration with all major web conferencing applications, eight channels of acoustic echo cancellation (AEC), two VoIP softphones, Software-based Dante to enable modern microphones, and a full-featured control engine for third-party device integration.

REDUCE COMPLEXITY AND IMPROVE SCALABILITY WITH THE Q-SYS ECOSYSYEM

The Q-SYS Core 8 Flex joins a growing Ecosystem of AV&C processors built on a flexible software foundation that deliver features and functionality without relying on dedicated, single-purpose hardware. Like all Q-SYS Cores, the Core 8 Flex lets integrators take full advantage of the same Q-SYS software suite to design and configure systems, and end users can benefit from a more holistic user experience as a result of all native Q-SYS peripherals, and the system's ability to scale your system without having to rip-and-replace your configuration file.

Certified for
Microsoft Teams

works with
Google Meet
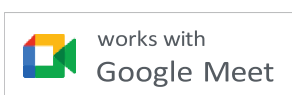
Q-SYS Core 8 Flex

PROCESSOR	Intel 64-bit architecture
AUDIO PROCESSING	32-bit floating point
Q-LAN NETWORK AUDIO TRANSPORT	32-bit floating point
AUDIO INPUTS	
Phantom power	+48 VDC, 10 mA per input max
A/D-D/A converters	24 bit
Sample rate	48 kHz
Input Frequency Response	
20 Hz to 20 kHz @ +24dBu	+0.5 dB / -0.5 dB
Input THD+N @ 1kHz	
@ +24 dBu sensitivity & +24 dBu input	< 0.1%
@ +24 dBu sensitivity & +10 dBu input	< 0.0015%
@ +10 dBu sensitivity & +8 dBu input	< 0.001%
@ -10 dBu sensitivity & -10.5 dBu input	< 0.001%
@ -39 dBu sensitivity & -39.5 dBu input	< 0.007%
Input to Input Crosstalk @ 1 kHz	
@ +24 dBu sensitivity	110 dB typical, 90 dB Max
@ +10 dBu sensitivity	105 dB typical, 90 dB Max
@ -10 dBu sensitivity	100 dB typical, 90 dB Max
@ -39 dBu sensitivity	75 dB typical
Input Dynamic Range	
@ +24 dBu sensitivity	> 109.5 dB
@ +10 dBu sensitivity	> 106.4 dB
Input Common Mode Noise Rejection	
@ +24 dBu sensitivity	< 51, 20 Hz - 3 kHz < 43, 20 Hz - 10 kHz < 36, 20 Hz - 20 kHz
@ +10 dBu sensitivity	< 57, 20 Hz - 3 kHz < 47, 20 Hz - 10 kHz < 41, 20 Hz - 20 kHz
@ -10 dBu sensitivity	< 67, 20 Hz - 3 kHz < 58, 20 Hz - 10 kHz < 53, 20 Hz - 20 kHz
@ -39 dBu sensitivity	< 60, 20 Hz - 3 kHz < 54, 20 Hz - 10 kHz < 50, 20 Hz - 20 kHz
Input impedance (balanced)	7.2k Ω nominal
Input sensitivity range (1 dB steps)	-39 dBu minimum to +24 dBu maximum

Q-SYS Core 8 Flex

AUDIO OUTPUTS

Output Frequency	
20 Hz to 20 kHz @ all settings	+ 0.5 / -0.3 dB
Output THD	0.005% typical, +20 dBu max output level
EIN (no weighting, 20 Hz to 20 kHz)	< -121 dB
Output crosstalk @ 1 kHz	> 100 dB typical, 90 dB max
Output dynamic range	> 108 dB
Output impedance (balanced)	332 Ω

CHANNEL CAPACITY

Q-LAN channels	64 x 64
Dante channels	8 x 8 (included); up to 32 x 32 with optical license
AEC channels	8
Q-SYS NM-T1 capacity	up to 3 (base capacity); up to 6 with Collaboration Bundle scaling license
WAN / media stream channels	12 x 12
Network peripherals	32 (includes native Q-SYS cameras, I/O, NV, TSCs, paging stations, Extensions and plugins with their "Is Managed" property set to "Yes". It does not include Streaming I/O, Loudspeakers, Scripts or plugins with their "Is Managed" property set to "No".)
Audio recording / playback	4 ch recording / 16 ch playback (expandable to 32 ch with optional license - available Spring 2021)
Media drive capacity	Approximately 16 GB on the default drive (subject to change; upgrade options are available)

CONTROL

RS 232	2 ports
GPIO	8 x 8

USB INPUTS & OUTPUTS

USB B or C (audio)	
Bit depth	16 bit
Channel count	8 x 8
Sample rate	48 kHz
USB Audio Device Hosting	Support for standard USB headset, speakerphone on USB type A connection (one device at a time)
Input	
Sample rate	48 k or 16 k, mono
Resolution	8-bit, 16-bit, 24-bit, 32-bit, float
Format	little-endian, signed or unsigned
Output	
Sample rate	48 k only, stereo
Resolution	8-bit, 16-bit, 24-bit, 32-bit, float
Format	little-endian, signed or unsigned

PHYSICAL

Product dimensions (L x W x H)	11.3 x 8.7 x 1.7 in (286.5 x 220 x 43.7 mm)
Product weight	4.0 lb (1.8 kg)
Shipping box dimensions (L x W x H)	15.0 x 13.3 x 3.1 in (381.0 x 336.6 x 79.5 mm)
Shipping weight	6.4 lb (2.9 kg)

ENVIRONMENTAL & SAFETY

Power consumption	40 W typical
Operating temperature	0-50˚C
Percent relative humidity, non-condensing	5 to 85%
BTU/heat load	110 BTU/hour
Compliance	FCC Part 68 / TIA-968-B (USA) ES203 021, CE, RoHS (Europe), PTC200 (New Zealand) NOM-151-SCTI (Mexico) JATE (Japan) UL and C-UL listed (USA & Canada) AC (Eurasian Customs Union) PSTN01 (Taiwan) Industry Canada CS-03 (Canada) AS/ACIF S002 and RCM (Australia) ANATEL Resolution 473 (Brazil)

Q-SYS Core 110f

Q-SYS Core 110f
Network + Analog I/O Processor (v2)

KEY FEATURES

- Up to 128 x 128 network audio channels
- 16 x 16 USB audio channels
- 24 channels of analog I/O,
  including 8 configurable Flex channels
- Supports up to 32 x 32 channels of Software-based Dante (8 x 8 included)
- Supports up to four (4) Q-SYS NM-T1 tabletop microphones

- Multiple instance VoIP lines
- Single POTS telephone line
- 3 year warranty

The Q-SYS™ Core 110f processor provides a solution for small, single room projects up to the largest Enterprise scale deployments. Q-SYS is a cloud-manageable audio, video, and control platform that provides the system integrator and end-user a unified software design tool and feature set suitable for projects of any scale. The continuity of Q-SYS is unique within the competitor space and allows the Q-SYS Core 110f to leverage all the features that are available across the entire Q-SYS Platform to be used in the following applications: video conference bridging, Acoustic Echo Canceling (AEC) and sound reinforcement in small to large meeting or multipurpose rooms, sound reinforcement in performance venues such as house of worship and theater, background music systems, wide area paging in airports, convention centers and hospitals.

The Q-SYS Core 110f offers a total of 8 balanced analog microphone/line level audio inputs and 8 balanced analog microphone/line level audio outputs. In addition to the fixed 8 x 8 analog audio I/O, the Core 110f features a software definable bank of 8 balanced analog audio Flex channels, a unique Q-SYS innovation, where each channel can be independently configured during design or run time as either a microphone/line level input or a microphone/line level output. As such, the Core 110f offers class leading 24 analog I/O density plus additional specialized I/O such as VoIP, POTS, Internal Media Playback/Recording HDD and USB.

The Q-SYS Core 110f supports a class leading USB audio device port connection that enables the processor to appear in a Microsoft Windows or Mac OS host operating system simultaneously as both a USB audio and video device. The USB device port (B type) implementation supports up to 16x16 digital audio channels in a flexible, design time configuration environment that can advertise as multiple virtual USB device instances to the host operating system concurrently over a single physical USB connection. It can also act as a video bridge for Q-SYS conference camera streams. In addition to the USB device port, the Core 110f provides 4 USB Host ports (A type) which enable the Core to host external USB devices.

Certified for
Microsoft Teams

works with
Google Meet
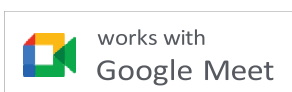
Q-SYS Core 110f

BENEFITS

- **Class leading I/O**: Q-SYS Core 110f has 24 analog I/O + USB, POTS and VoIP simultaneously in a single rack space and one SKU, offering the best cost to I/O ratio in a single chassis product available on the market from any manufacturer.

- **Flex Channels**: Nearly all the flexibility of a card-based DSP solution without the cost and inconvenience of multiple SKU's and custom parts ordering.

- **Unified software platform:** Single training investment in one software design tool rather than needing to learn several platforms to scale from small to large systems or support different applications.

- **Industry leading hardware design:** Future proof investment in standards based software and computer technology running on Intel processors.

- **Industry first, software based DSP:** Q-SYS suite of conferencing technology applications built and owned by Q-SYS from the ground up allowing for continued refinement.

   o Software based routable AEC; no additional hardware needed
   o SIP Softphones offering multiple instances per Q-SYS Core; no additional hardware needed
   o Gain sharing and gating automixers

- **True IT Software Integration:** The Core 110f provides more than just networked audio integration and is not just another hardware DSP. Q-SYS is primarily a software platform that offers greater software integration functionality such as native support for LDAP contact server integration, SNMP monitoring, SIP Softphones, and software based routable AEC implementation.

KEY FEATURES

- 128 x 128 channels of Q-LAN™ network audio in single channel streams. Note that when video bridging is in use, network I/O capacity is reduced (80 x 64 on systems with firmware version 9.7 or later; 64 x 64 on systems with firmware version 9.6 or earlier).

- Includes 8 x 8 Software-based Dante channels (licensable up to 32 x 32)

- 24 channels of analog I/O, including 8 configurable Flex channels

- Up to 16 assignable and routeable AEC processor instances

- Supports up to four (4) Q-SYS NM-T1 network tabletop microphones

- Dual Gigabit Ethernet ports with assignable application resources offering any combination of VoIP, Q-LAN Control, Q-LAN audio or network redundancy

- USB AV bridging (16 x 16 audio + Q-SYS camera support)

- Internal universal power supply plus 12 Volt DC external power supply input for redundancy or non-mains power supply sources

- Single software platform for system configuration, control and monitoring via Q-SYS Designer Software over Ethernet with support for static or Auto/DHCP TCP/IP addressing

- POTS telephone interface via a standard RJ-11 connector

- Supports up to 4 VoIP Softphone instances in addition to the onboard POTS telephone interface

- CE marked, UL listed, and RoHS compliant

- 3-year warranty

PROCESSOR	Intel 64-bit architecture
AUDIO PROCESSING	32-bit floating point
Q-LAN NETWORK AUDIO TRANSPORT	32-bit floating point

INPUTS

Input Frequency Response 20 Hz to 20 kHz @ +21dBu	+0.05% / -0.5%
Input THD+N @ 1KHz @ +21 dBu Sensitivity & +21 dBu input @ +21 dBu Sensitivity & +10 dBu input @ +10 dBu Sensitivity & +8 dBu input @ -10 dBu Sensitivity & -10.5 dBu input @ -39 dBu Sensitivity & -39.5 dBu input	< 0.1% < 0.0015% < 0.0007% < 0.0006% < 0.007%
EIN (no weighting, 20Hz to 20kHz)	< -121 dB
Input to Input Crosstalk @1 kHz	> 110 dB typical, 90 dB max
Input Dynamic Range @ +21 dBu Sensitivity @ +10 dBu Sensitivity @ -10 dBu Sensitivity @ -39 dBu Sensitivity	> 109.5 dB > 106.4 dB > 104.6 dB > 104.6 dB
Input Common Mode Noise Rejection @ +21 dBu Sensitivity @ +10 dBu Sensitivity @ -10 dBu Sensitivity @ -39 dBu Sensitivity	50.7 dB 56.5 dB 73.2 dB 63.2 dB
Input Impedance (balanced)	5k Ω nominal
Input Sensitivity Range (1dB Steps)	-39 dBu min to +21 dBu max
Phantom Power	+48 V DC, 10 mA per input max
Sampling Rate	48 kHz
A/D − D/A Converters	24-bit

OUTPUTS

Output Frequency Response 20 Hz to 20 kHz @ all settings	+0.2 / -0.5 dB
Output THD	0.003%, +10 dBu max output level
Output Crosstalk @1kHz	> 100 dB typical, 90 dB max
Output Dynamic Range	> 108 dB
Output Impedance (balanced)	220 Ω
Output Level Range: (1dB Steps)	-39 dBu min to +21 dBu max

USB INPUTS & OUTPUTS

USB B

Bit Depth	16-bit
Number of Channels	Up to 16 x 16
Sample Rate	48 kHz

Product Dimensions (HWD)	1.75 x 19.0 x 11.12 in (44 x 483 x 282.5 mm)
Shipping Dimensions (HWD)	6.0 x 23 x 14 in (152 x 584 x 365 mm)
Power Consumption	60 W typical, 120 W max
BTU/Heat load:	205 BTU/Hour
Net Weight	11 lb (5.0 kg)
Shipping Weight	12.4 lb (5.6 kg)
Compliance	Part 15B (USA), FCC part 68 / TIA-968-B (USA), JATE (Japan), AS/ACIF S002 (Australia), PTC200 (New Zealand), ES203 021 (Europe), ANATEL Resolution 473 (Brazil), NOM-151-SCTI (Mexico), PSTN01 (Taiwan), Industry Canada CS-03 (Canada), CE marked (Europe), UL and C-UL listed (USA & Canada), RCM (Australia), EAC (Eurasian Customs Union) & RoHS Directive (Europe)

Q-SYS I/O-USB Bridge

KEY FEATURES

- Driverless USB 2.0 connection
- Built for BYOD/BYOM
- Resolution up to 1080p
- Emulates webcam video and AEC speakerphone audio over single USB connection.
- Emulates computer soundcard
- Bridges audio and video over Q-LAN to USB
- Route USB HID events across Q-LAN networks
- External Power Supply or PoE enabled (802.3af)

Q-SYS I/O-USB Bridge

Q-SYS AV Bridging Endpoint

Stop hassling with the limitations of distributing media over USB. The Q-SYS I/O-USB Bridge puts USB access right where you need it, close to every device that needs Q-SYS audio and/or video. The Q-SYS I/O-USB Bridge is the latest addition to the Q-SYS Platform and allows users to integrate Q-SYS network camera video alongside industry leading audio processing into soft-codec applications via USB connection, all without installing any drivers.

The Q-SYS I/O-USB Bridge and network cameras will offer a brand new networked AV paradigm to soft codec AV integration in medium to large meeting room systems. Because Q-SYS is a fully networked platform, the I/O-USB Bridge can act as an in-rack or Bring-Your-Own-Device (BYOD) endpoint for Q-SYS network camera feeds and audio processed with Q-SYS acoustic echo cancellation (AEC).

BENEFITS

Put USB endpoints anywhere: USB extenders are costly, difficult to integrate and sometimes introduce distortion. With the I/O-USB Bridge, users can locate the USB connection where they need to, without installing extenders.

Flexible: Allows users to select from any Q-SYS conferencing camera and seamlessly switch between cameras while maintaining a single USB connection to the host PC.

Scalable: Whether the application calls for one computer or several computers, Q-SYS I/O-USB Bridges can connect shared audio and video streams to multiple computers without additional equipment.
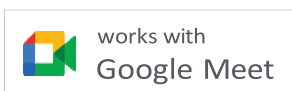
Specifications

Supported resolutions	MJPEG: 1080p: 30, 15 fps | 720p: 30, 15 fps | 360p: 30, 15 fps | 180p: 30, 15 fps
USB connection	USB 2.0 (UVC/UAC) driverless connection for Windows and OS X devices Emulates webcam video driver, AEC speakerphone audio driver, and multichannel soundcard driver over single USB connection
Power supply	PoE Enabled Device (802.3af) or 12 v DC (1A)
Dimensions	1 x 3.35 x 7.2 in (25 x 85 x 183 mm)
Weight	1.1 lb (500 g)

*Specifications are subject to change without notice

Q-SYS network camera not included

QSC NS26-1440++

Features and Benefits

- **Expedite deployment and reduce support requirements:** Q-SYS NS Series network switches are pre-configured specifically to meet the rigorous performance requirements of Q-SYS audio, video and control (AV&C) systems. For IT network architects/support staff and integrators, this plug-and-play solution saves time, cost, and frustration associated with troubleshooting untested network switches.

- **Flexible network scenarios:** Q-SYS NS Series Gen 2 network switches support Q-LAN, AES67 and Dante audio streams in addition to Q-LAN video streaming and distribution, simultaneously within the same VLAN without ever having to manually configure or adapt the QoS settings on the switches or endpoint devices.

- **Eliminate Q-SYS device power challenges:** Each Q-SYS NS Series Gen 2 network switch features standard PoE (IEEE 802.3af and IEEE 802.3at; up to 30 Watts of power) on all ports providing combined power, data and control for your Q-SYS devices. Furthermore, the Q-SYS NS10-720++ and Q-SYS NS26-1440++ support PoE ++ (IEEE 802.3bt; up to 90 Watts) for use with Q-SYS devices that carry greater power requirements (like the Q-SYS NV Series video endpoints), eliminating the need for additional hardware.

- **Intelligent management:** NS Series Gen 2 network switches automatically manage any multicast AV traffic on your network. These switches also feature integrated IGMP+ to provide automatic multicast data management between multiple NS Series Gen 2 switches along with an optional built-in DHCP server, also pre-configured to provide automated IP connectivity for standalone AV systems.

- **Future-ready solution:**.Q-SYS NS Series Gen 2 network switches are the benchmark for future Q-SYS audio and video peripheral products, ensuring this investment in your AV infrastructure will support the expansion and evolution of your Q-SYS system for years to come.

Model	1 Gbps Switch Ports (PoE+/PoE++)	SFP Ports	PoE Support	PoE Budget
NS26-1440++	26 (24)	4x 1 Gbps	PoE++ (802.3bt Type 4)	1,440 W

Q-SYS NV-21-HU

STANDARD FEATURES

- Single cable solution for video distribution, AV bridging[1], and device charging[2].

- Native HDMI video and audio distribution for Q-SYS

- Q-SYS Shift™ adaptive video compression

- Software configurable as an encoder or decoder

- Dual Streaming via HDMI and USB-C

LICENSABLE FEATURES

- Q-SYS AV Bridging feature license[1]

Q-SYS NV-21-HU

Native Network Video Endpoint for Q-SYS

The Q-SYS NV Series NV-21-HU enables native video distribution on the Q-SYS Platform. The NV-21-HU is a software configurable endpoint offering a comprehensive single-cable solution for video distribution, AV bridging, and device charging via USB-C. The NV-21-HU's compact size and reduced I/O make it ideal for supporting meeting rooms, learning spaces, hospitality and entertainment installations. The NV-21-HU can be used alongside other Q-SYS NV Series video endpoints, providing system design flexibility. Like all Q-SYS products, the NV-21-HU offers native integration and control, simplifying configuration and operation.

SINGLE CABLE SOLUTION

The Q-SYS NV-21-HU simplifies the user experience and intuitively supports a wide range of devices. A single USB-C connection to the NV-21-HU enables a user's device to distribute video formats up to 4K60 4:4:4 via Q-SYS Shift™ video codec, integrates Q-SYS video camera and audio feeds into a supported collaboration application[1] and charges their device simultaneously[2].

MAXIMIZE FLEXIBILITY IN DESIGN & SPECIFICATION

The NV-21-HU is software-configurable as an encoder or decoder in Q-SYS Designer Software and offers the ability to operate in either HDMI or USB-C mode, supporting a broader range of user devices without adapters or converters. In addition, the NV-21-HU supports the AV Bridging feature license to function as an AV bridging endpoint when needed.

- HDMI Mode: In HDMI mode, the NV-21-HU enables video distribution from the HDMI input and uses the USB-C connection to offer AV bridging and device charging.

- USB-C Mode: In USB-C mode, the NV-21-HU enables video distribution, AV bridging and device charging via the USB-C connection.

- Dual Streaming Mode: In dual streaming mode, the NV-21-HU enables network encoding via both the HDMI and USB-C inputs simultaneously. The USB-C connection also supports AV Bridging and device charging. When dual streaming, a max of 1080p60 is supported on each input.

RIGHT-SIZED

The NV-21-HU provides designers with a more compact endpoint within the NV Series. The smaller design and reduced I/O (compared to the Q-SYS NV-32-H) enable simple and scalable designs across various applications, including meeting rooms, learning spaces, hospitality, and entertainment installations.

DESIGNED FOR Q-SYS

Q-SYS NV Series network video endpoints are native to Q-SYS, which is powered by the Q-SYS OS; this software foundation manages NV Series endpoints and all other Q-SYS Products from a single application. The Q-SYS Platform's modern IT architecture and development tools enable an entire ecosystem of third-party integrations developed by approved Q-SYS Partners and a worldwide community of developers using the available tools found in Q-SYS Open.

> IMPORTANT NOTE: There are temporary software limitations for the NV-21-HU. Please visit qsys.com/nv21 for more details and for on targeted resolution dates.

[1] Optional AV Bridging feature license is required to activate AV Bridging on the NV-21-HU. However, until further notice, the AV Bridging feature license is included with NV-21-HU purchase.
[2] An external power supply is required for any device charging over the USB-C connection. NV-21-PSU available separately.

CONTROL

- **RS-232**: Three Pin Euro terminal connection to control third-party devices with Q-SYS Control, user-configurable.

USB

- **USB HID control:** Control host PCs with a USB connection using USB HID components in Q-SYS Designer Software.

- **Q-SYS AV Bridging:** The Q-SYS AV Bridging feature licenses[1] expands the functionality of the NV-21-HU, allowing users to connect their devices via USB-C directly to the network video endpoint to integrate Q-SYS audio and camera feeds for remote meetings easily. The NV-21-HU emulates a webcam (for video streams from Q-SYS network cameras), a speakerphone, and a multi-channel soundcard over a single driverless USB connection.

AUDIO

- **HDMI Audio Input:** Receive up to 8 channels of PCM audio from your video source, which are routable within Q-SYS Designer Software.

- **USB-C Audio Input:** Receive up to 8 channels of PCM Audio* from your video source, which are routable within Q-SYS Designer. Additional 1x1 Speakerphone and 2x2 Soundcard options are available with the Q-SYS AV Bridging feature licenses[1].

- **HDMI Audio Output:** Embed up to 8 channels of PCM audio from Q-SYS to the HDMI output of the NV-21-HU to utilize the built-in speakers of a display as a Q-SYS audio destination for source audio content or any other audio, including paging, background music, etc.

SECURITY AND AUTHENTICATION

- **AES-128:** NV Series supports AES-128 encryption for audio and video signals from encoders to decoders

- **Content Protection:** HDCP 1.4 & HDCP 2.3 complaint

- **802.1x:** 802.1x authentication is available and configurable through Q-SYS Peripheral Manager

[1] Optional AV Bridging feature license is required to activate AV Bridging on the NV-21-HU. However, until further notice, the AV Bridging feature license is included with NV-21-HU purchase.
*Not supported at initial release, please use the 2x2 USB Soundcard for USB-C audio routing.

Q-SYS SHIFT™ ADAPTIVE BITRATE CODEC

The NV-21-HU uses Q-SYS Shift™ video compression to provide high-quality, low-latency video streaming supporting video formats up to 4K60 4:4:4 over a standard gigabit network. Q-SYS Shift™ leverages DCT and temporal compression technologies, much like those found in H.264 and H.265 video compression codecs. Q-SYS optimized Shift™ to provide flawless image quality from the most demanding content sources. Further, Shift™ intelligently manages and optimizes the resulting network bitrate by only refreshing changes within each frame, allowing for significantly reduced bandwidth usage as compared to other compression codecs.

- **Modes:** Multicast and Unicast

- **Bitrates:** 10 Mbps - 800 Mbps

- **Streaming Protocol:** RTP

SUPPORTED VIDEO FORMAT

Resolution	Frame rate (Hz)	Chroma sampling level	Bit Depth
3840 x 2160 (4K UHD)	60, 59.94, 50, 30, 29.97, 25, 24	4:4:4	8 bit
3440 x 1400	60	4:4:4	8 bit
2560 x 1600	60	4:4:4	8 bit
2560 x 1440	60	4:4:4	8 bit
2560 x 1080	60, 59.94, 50, 30, 29.97, 25, 24	4:4:4	8 bit
1920 x 1200	60	4:4:4	8 bit
1920 x 1080 (1080 p)	60, 59.94, 50, 30, 29.97, 25, 24	4:4:4	8 bit
1920 x 720 (720 p)	60, 59.94, 50, 30, 29.97, 25, 24	4:4:4	8 bit
640 x 480	60	4:4:4	8 bit

* All video formats are progressive
4:2:0 Chroma subsampling and HDR not supported

SCALER

The NV-21-HU features a robust 4K60 4:4:4 scaler that can accommodate the most challenging resolution and frame rate conversions from network streams or local HDMI and USB-C sources. The scaler is capable of operating in three modes (configurable within Q-SYS Designer Software):

- Stretch-to-fit

- Maintain aspect ratio

- 1:1 pixel mapping

Q-SYS
SHIFT™

Video Codec for the Q-SYS Ecosystem

CONNECTORS

- **Power In:** Two-pin euroblock terminal connection for an external 12 V DC, 9 A power supply (not included, NV-21-PSU available separately). An external power supply connection is required for any device charging over the USB-C connection.

- **POE/LAN:** Connection to Q-LAN network; includes PoE Type 3, Class 5 capability via a network switch or midspan injector. When powered via PoE, the NV-21-HU cannot charge devices over the USB connection.

- **USB-A:** Supports USB HID Routing (5 V DC 900 mA)

- **RS-232:** Three-pin euroblock terminal connection for extension of the Q-SYS Control Engine to third-party devices.

- **USB-C:** USB-C connection capable of receiving alt-mode DisplayPort video formats up to 4K60 4:4:4, Q-SYS Audio and Video Bridging and device charging up to 65 W. An external power supply is required for any device charging over the USB-C connection.

- **HDMI IN:** HDMI connection capable of receiving video formats up to 4K60 4:4:4, up to 8 channels PCM Audio from a connected source.

- **HDMI OUT:** HDMI connection capable of transmitting video formats up to 4K60 4:4:4, up to 8 channels PCM Audio to a connected output.

- **Simple Mounting:** Optional surface mounting brackets (included) provide installers with multiple options to optimize airflow in various installation scenarios. Mounting options and installation instructions are available in the hardware user guide.

Video I/O

HDMI 2.0 input	1x HDMI 2.0, capable of receiving input video formats up to 4K60 4:4:4
USB-C input	USB 3.2 Gen 1x1 (5Gbps) Type-C Device Port - supporting DisplayPort Alt-Mode (DP 1.4 Sink) - USB Power Delivery up to 65 W
HDMI 2.0 output	1x HDMI capable of scaling and outputting video formats up to 4K60 4:4:4
Scaler	HDMI output features a robust 4K60 4:4:4 scaler that can accomodate the most challenging resolution and frame rate conversions.

Audio I/O

HDMI inputs	8-channel PCM audio, Q-SYS routable
USB Type C input	8-channel PCM audio[1], 1x1 speakerphone[2], 2x2 soundcard[2], Q-SYS routable
HDMI output	8-channel PCM audio, Q-SYS routable

Other connectors

USB Type C input	AV Bridging: Route Q-SYS network camera and audio feeds to a host via USB connection[2].
	Device Charging: Supports charging up to 65 Watts[4]
	  - 3A: 5V, 9V, 12V, 15V
	  - 3.25A: 20V

USB Type A input	USB HID Routing - 5 V DC 900 mA
LAN	1000BASE-T, 2.5GBASE-T compliant
Power Over Ethernet	PoE Type 3, Class 5 (40W at PD, 45W at PSE)[3]
Auxiliary Power Supply	12 V DC 9 A Power Supply. NV-21-PSU sold separately[4]

General

Dimensions	7.3 x 5.2 x 1.2 in (185 x 131.5 x 30.5 mm)
Weight	1.75 lbs (794 g)
Mounting options	Flexible surface mounting hardware included

Environmental

Ambient operating temperature range	0° to 40° C
Humidity	5 to 90 RH % non-condensing
Storage temperature	-20 to 70° C
Expected Product lifecycle	10 years
What's in the box?	NV-21-HU video endpoint Euro Terminal connector for RS-232 Surface mounting accessories Safety and warranty statements

[1] Not supported on initial release of Q-SYS Designer Software v.9.8.1. Please use the 2x2 USB Soundcard for USB-C audio routing. Visit qsys.com/nv21 for more information and resolution schedule.

[2] Requires optional AV Bridging feature license. However, until further notice, the AV Bridging feature license is included with NV-21-HU purchase.

[3] When powered via PoE, the NV-21-HU cannot charge devices over the USB-C connection.

[4] An external power supply is required for any device charging over the USB-C connection.

QSC NV-21-PSU

Q-SYS External Power Supply for NV-21-HU

QSC

SPA Series

SPA2-60 | SPA4-60
SPA2-200 | SPA4-100

Low-Z / High-Z Professional Amplifiers

Features

- **Up to 200 watts per channel into 4 and 8 ohms -** the outputs of the SPA2 and SPA4 -60 models are designed to provide up to 60 watts per channel while the SPA4-100 will provide up to 100 watts and the SPA2-200 will provide up to 200 watts per channel into Low-Z loads

- **ENERGY STAR qualified amplifier -** The ENERGY STAR qualified SPA Series employ an efficient class-D design to conserve energy and reduce operational cost

- **Bridgeable outputs for higher power -** Bridging the outputs of the SPA -60 amplifiers provide up to 250 watts, while the SPA2-200 and the SPA4-100 will deliver up to 175 watts into 70V or 100V when bridged

- **Auto-Ramp provides quiet startup and power-down -** The ENERGY STAR auto-ramp circuitry ensures quiet and fast power up from standby and seamless power-down following 25 minutes of inactivity, dramatically reducing power consumption

- **Rack-mountable 1U, half rack width enclosure -** The SPA Series can be mounted in 1 RU, 1/2 rack space, and their clever joining brackets enable easy under-table and wall-mounting

The SPA Series amplifiers from QSC are four, half-rack RU, convection cooled power amplifiers delivering two or four channels of up to 200 watts per channel into 4 Ω and 8 Ω. These amps can also be bridged to supply up to 400 watts into 4 Ω and 8 Ω, and up to 350 watts into 70 V or 100 V loads making them extremely flexible for Low-Z or High-Z applications. Utilizing an advanced Class-D amplifier design and Universal Power Supply, the SPA Series are efficient, allowing them to be convection cooled and are ENERGY STAR qualified with quiet auto-ramp standby functionality. The SPA Series are housed in an unobtrusive black painted 1/2 RU chassis with unique mounting hardware enabling rack, table and wall mounting capabilities.

Efficient Amplifier with Auto-Ramp

The SPA Series amplifiers utilize a highly efficient class-D design that conserves energy to reduce operational costs and requires no active cooling. They are ENERGY STAR qualified with auto-ramp circuitry that seamlessly transitions to/from Standby with no audible pops.

Amplifier Protection

All amplifiers in the SPA Series feature rms and thermal limiting, as well as protection against over current, short circuit, and under/over voltage.

Protection, Control and Mounting

The SPA Series provide rms and thermal limiting as well as over-current and short-circuit protection so you can employ them with confidence. They also come with multiple mounting options. Every SPA Series comes with a complete mounting kit allowing it to be rack mounted by itself or with a second unit in a 1RU space. Included connecting brackets provide additional strength when rack mounting two amps together, but also make for simple under-table or wall mounting (like behind a TV). The SPA Series can also be mounted in plenum spaces when used with the Plenum Kit accessory.

Certified for
Microsoft Teams

SPA Series

	SPA2-60	SPA4-60	SPA2-200	SPA4-100
Channels	2	4	2	4
Stereo Mode (all channels driven)				
8 Ω	60 W	60 W	200 W	100 W
4 Ω	60 W	60 W	200 W	100 W
Bridged Outputs (all channels driven)				
8 Ω & 4 Ω	200 W	100 W continuous	400 W	200 W
70 V	250 W	125 W	350 W	175 W*
100 V	250 W	125 W	350 W	175 W*
Frequency response (4 Ω and 8 Ω)	20 Hz - 20 KHz +/- 0.1 dB			
Signal to noise (20 Hz - 20 KHz)	>100 dB			
Input sensitivity	1.23 V (+4 dBu)			
Gain at 8 Ω	25.0 dB			
Output circuitry	Class D			
Input impedance	>10k, balanced or unbalanced			
Maximum input level	12.3 V (+24 dBu)			
Cooling	Convection			
Input connectors	3.5 mm Euro, 5 position (green)		3.5 mm Euro, 10 position (green)	
Remote connectors	3.5 mm Euro, 5 position (black)		3.5 mm Euro, 10 position (black)	
Output connectors	5 mm Euro, 4 position (green)			
Front panel indicators	Power, per channel Signal, per channel Protect/Limit			
Rear panel indicators	Bi-Color LED Signal/Protect/Limit per channel			
Controls	4 Ω/8 Ω/70 V Bridged Highpass On/100 V Bridged Highpass (per channel pair)			
General purpose inputs	Remote volume, remote standby, on 3.5 mm connectors (10k potentiometer is not included)			
Highpass filter	80 Hz in Bridged 70 V & 100 V			
Dimensions	1.7" x 8.7" x 9.5" (43 mm x 220 mm x 241 mm)			
Net weight	3.5 lb (1.1 kg)		4.0 lb (1.4 kg)	
Shipping weight	6 lb (2.3 kg)		6.5 lb (2.5 kg)	
Power requirements	Universal Power Supply 100 - 240 VAC, 50 - 60 Hz with active power factor correction			
Agency approvals	UL, CE, Energy Star, RoHS/WEEE compliant, FCC Class B (Conducted and Radiated emissions), UL 2043 with plenum kit accessory			
Carton contents	IEC Cable, quick start guide, connector pack, rack mount ears, mounting brackets			

Specifications subject to change without notice.
*Peak Power – 250 W

SPA Series Spec Sheet 09/17/2020

please recycle

Q-SYS SPA-Q Series Network Amplifiers

KEY FEATURES

- Two or four output channel models at 60 W per channel

- Two onboard software-definable flex channels (as mic/line inputs with 48V phantom power, or as line level outputs)

- Four bi-directional GPIO connections

- Discrete half-rack, 1RU footprint and included mounting hardware

- Network operability enables close proximity installation to connected loudspeakers and other in-room endpoints

Q-SYS SPA-Q Series Network Amplifiers

Small-format network amplifier with onboard Flex I/O

The Q-SYS SPA-Q Series network amplifiers continue the Q-SYS Platform evolution of pairing centralized Core OS processing with expanding network endpoint utility, delivering rightsized amplification as well as flexible Q-SYS system configuration and control to a wide variety of space-types.

BENEFITS

Rightsized for Smaller Spaces: With two or four output channel models at 60 W per channel, the Q-SYS SPA-Q network amplifiers bring the audio quality you've come to expect into compact high-impact spaces. The half-rack, 1RU footprint and included hardware for multiple mounting options allows for flexible placement within your rooms, including within podiums or behind monitors, and its convection-cooled design means that you can rely on quiet, continuous performance.

Feature-Focused System Design and Scalability: The Q-SYS SPA-Q Series network amplifiers operate on your network, so you can install your amplifier closer to its connected loudspeakers and other in-room endpoints, freeing you to choose between placing your Q-SYS Core processor in-room, OR centralizing it to serve multiple spaces around the building.

Q-SYS SPA-Q Series network amplifiers join a host of other Q-SYS products (like QIO Series as well as Q-SYS Feature and Scaling Licenses) that pair perfectly with smaller Q-SYS Cores (like the Q-SYS Core Nano processor) to decouple the physical I/O from the processor and allow for an unmatched degree of system customization and scalability without over investing in unused onboard I/O channels or processing power.

Untethered Processing Through Flexible Network I/O Endpoints: SPA-Q models feature convenient additional audio and control integration points into your Q-SYS system. Two onboard software-definable flex channels (as mic/line inputs with 48V phantom power, or as line level outputs) route legacy analog microphones anywhere on the network or provide signal to an external recorder. Leverage the available onboard GPIO to power/control microphone LEDs or any required sensors or buttons using four bi-directional GPIO pins.

Designed for Q-SYS: The Q-SYS SPA-Q Series network amplifiers are native to Q-SYS, a cloud-manageable audio, video and control platform, built to deliver scalable, flexible AV solutions well into the future. At its foundation, the Q-SYS OS serves as the software foundation that manages your Q-SYS SPA-Q network amplifiers, along with a multitude of other native Q-SYS Products in the platform. Additionally, the modern IT architecture and development tools of the Q-SYS Platform enable an entire Ecosystem of third-party devices developed by approved Q-SYS Partners, as well as a worldwide community of Q-SYS developers using the available tools found in Q-SYS Open.

	Q-SYS SPA-Qf 60x2	Q-SYS SPA-Qf 60x4
POWER MATRIX		
Amplifier Channels	2	4
Single Ended*		
8 Ω	60 W	60 W
4 Ω	60 W	60 W
16 Ω	60 W	60 W
BTL Power		
4 Ω	100 W	100 W
8 Ω	120 W	120 W
16 Ω	120 W	120 W
70 Vrms	120 W	120 W
100 Vrms	120 W	120 W
Frequency Response (8 Ω)	20 Hz - 20 kHz (+0.2 / -.08 dB)	
Voltage Peak Rating	75 Vpk	
Current Peak Rating	12 Apk	
Signal to Noise (20 Hz – 20 kHz)	>100 dB	
Output Circuitry	Class D	
Voltage Gain (Lo-Z/70 V/100 V)	29/36/39 dB(Vrms/FS)	
High-Z setting (software setting)	70V RMS or 100 V RMS	
Low-Z operation range	2 - 16 Ω	
Controls & Indicators (front)	Signal (Blue), Limit (Yellow) / Protect (Red), Power (Blue), Fault (Yellow)	
Flex IO Connector	2 x 3.5 mm 3 position Euro (blue)	
Output Connectors	1 x 5 mm 4 position Euro (green) with screw locks	2 x 5 mm 4 position Euro (green) with screw locks
GPIO	1 x 3.5 mm 6 position Euro (Black) 4x bi-direction pins, 1 x Power Pin (3.3 V, 100 mA), 1x Ground Pin	
FLEX INPUTS/OUTPUTS		
Audio flex channel capacity	2	
Audio flex channel assignments	Each channel can be configured as a mic / line input or as a line output (configured through Q-SYS Designer Software)	
Input frequency response (20 Hz- 20 kHz)	+0.5 dB / -0.5 dB	
Input THD+N @1 kHz	<0.006% @ 0 dB gain (+4 dBu Input)	
Input dynamic range (analog input to amplifier output)	>109 dB	
Input impedance (balanced) @1 kHz	10.5 K Ω	
Input sensitivity range (1 dB steps)	-30 dBu to +20 dBu	
Phantom power	48 V	
Mic preamp EIN (typical)	< -123 dBu	

	Q-SYS SPA-Qf 60x2	Q-SYS SPA-Qf 60x4
Output frequency response (20 Hz – 20 kHz)	+0.5 dB / -0.5 dB	
Output THD	<0.005%	
Output impedance (balanced)	100 Ω @1 kHz	
Output level range (1 dB steps)	-40 dBu to +21 dBu	
Output dynamic range	>109 dB	
Sample rate	48 kHz	
A/D – D/A converters	24-bit	

MISCELLANEOUS

Amplifier and load protection	Short circuit, open circuit, over current, over voltage, thermal, RF, DC fault shutdown, active inrush limiting, on/off muting	
AC Power Input	Universal Power Supply 100 – 240 VAC + / -10%, 50 – 60 Hz with PFC	
Operating Temperature Range	32° - 104° F (0° - 40° C)	
Storage Temperature	-4° - 158° F (-20° - 70° C)	
Cooling	Convection	
Product Dimensions (HWD)	1.75 x 8.7 x 11.25 in (44 x 221 x 286 mm)	
Shipping Dimensions (HWD)	3.54 x 13.5 x 15 in (89.9 x 342.9 x 381 mm)	
Shipping Weight	6.2 lb (2.81 kg)	6.4 lb (2.90 kg)
Agency Approvals (tentative)	UL, CE, RoHS / WEEE compliant, FCC Class B (conducted and radiated emissions), CCC, NOM	
Included Accessories	Rack / wall mounting kit and power cord	

*Power rating is after 100 mS, all channels driven
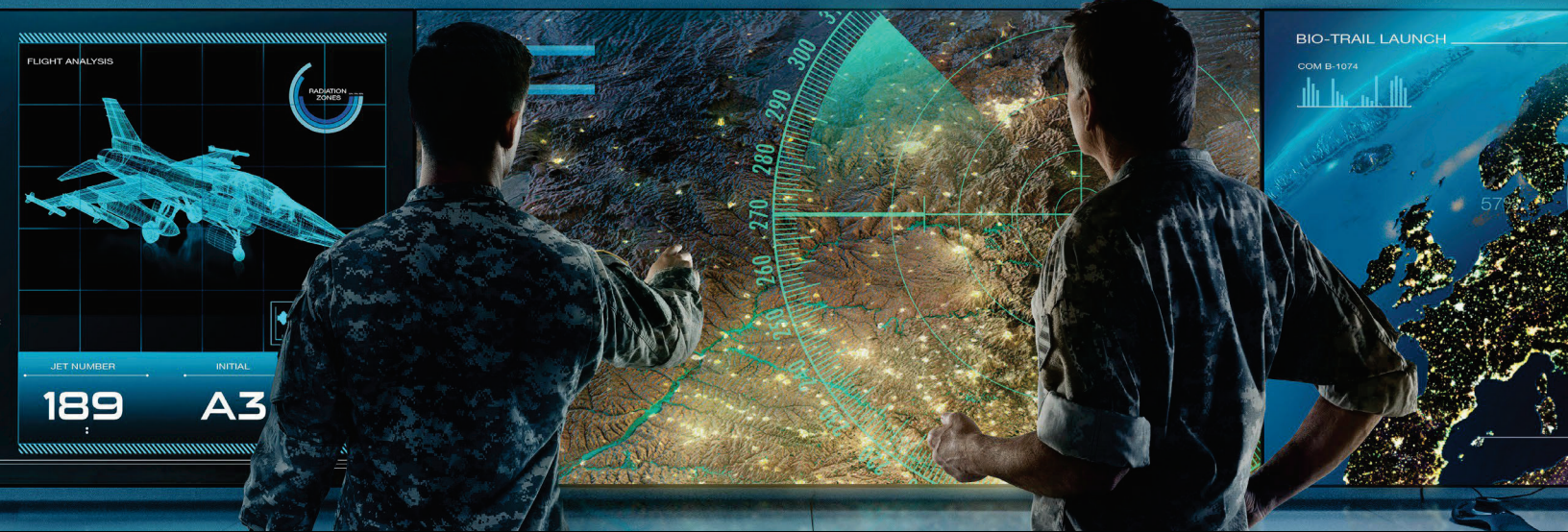

Q-SYS SPA-Qf 60x2

Q-SYS SPA-Qf 60x4

Included rack and mounting hardware

SAMSUNG

Crystal UHD Signage

QBC-N series Non-WiFi and Non-Bluetooth

Stunning performance for the most secure locations.

Introducing the QBC series, the slimmest display in the Samsung's UHD signage offerings.

This products deliver an unparalleled slim design that fits into any business, while delivering the visual quality to make a big impact. The sleek form factor is easily installed to fit any room design and delivers stunning visual performance. Dynamic Crystal Color and Quantum Processor Lite 4K delivering consistent, lifelike colors to any content. With no embedded WiFi, Bluetooth, Smart TV Features and equipped with Samsung KNOX Security, it's ideal for government, financial, and educational institutions, or anywhere network security is a priority.

Key features

4K

Impactful and immersive 4K UHD
Smooth, ultra-high resolution video and picture quality offer a crisp, clear picture that's four times the detail of Full HD. It brings extra clarity to displays, especially when viewed up close.

Ultra Slim Depth

The unparalleled ultra-slim thickness of 28.5mm makes it the thinnest option in Samsung's UHD Signage series. It comes with the Slim Fit Wall Mount, which allows you to install it neatly and easily in any environment.

Even Bezels and Centered VESA Holes
The bezels are even on all four sides of the display for a consistent look, while the central VESA mounting holes ensure secure mounting and easy adjustability to portrait mode.

Dynamic Crystal Color
One billion shades of color let you see every subtlety with lifelike color variations. Images are clear and consistent thanks to Samsung's industry leading video processing and upscaling technology.

Safe and Secure
With no WiFi or Bluetooth, your operations are more secure, keeping key information in front of the right people.

Energy Star / EPEAT Bronze
Samsung is making diverse efforts to reduce our environmental impact in smart signage, and encouraging users to pursue a more sustainable life.

TAA Compliant
Manufactured in Mexico to comply with the federal Trade Agreements Act (TAA). Samsung monitors offer high performance and reliability, while

complying with the federal Trade Agreements Act (19 U.S.C. and
2501-2581).

Specifications

Model			QB55C-N	QB65C-N	QB75C-N	QB85C-N
Display Panel	Diagonal Size	Class	55"	65"	75"	85"
		Measured	54.6	64.5	74.5	84.5
	Resolution		3,840 x 2,160 (16:9)	3,840 x 2,160 (16:9)	3,840 x 2,160 (16:9)	3,840 x 2,160 (16:9)
	Brightness (Typ.)		350 nit	350 nit	350 nit	350 nit
	Orientation		Landscape/Portrait	Landscape/Portrait	Landscape/Portrait	Landscape/Portrait
	Haze		2%	2%	2%	2%
	Contrast Ratio (Typ.)		4,000:1	4,000:1	4,000:1	4,000:1
	Type		VA	VA	VA	VA
	Active Display Area		1,209.6 (H) x 680.4 (V)	1,428.48 (H) x 803.52 (V)	1,650.24 (H) x 928.26 (V)	1,872.0 (H) x 1053.01 (V)
	Pixel Pitch (mm)		0.315 x 0.315	0.372 x 0.372	0.429 x 0.429	0.487 x 0.487
	Color Gamut		NTSC 72%	NTSC 72%	NTSC 72%	NTSC 72%
	Operation Hour		16/7	16/7	16/7	16/7
Connectivity / Sound	Input	Video	HDMI 2.0 (3)	HDMI 2.0 (3)	HDMI 2.0 (3)	HDMI 2.0 (3)
		Audio	N/A	N/A	N/A	N/A
		USB	USB 2.0 x 2	USB 2.0 x 2	USB 2.0 x 2	USB 2.0 x 2
		Tuner	N/A	N/A	N/A	N/A
	Output	Video	N/A	N/A	N/A	N/A
		Audio	Stereo mini Jack	Stereo mini Jack	Stereo mini Jack	Stereo mini Jack
		USB	N/A	N/A	N/A	N/A
	WiFi / BT		No / No	No / No	No / No	No/No
	External Control		RS232C (In/Out), RJ45	RS232C (In/Out), RJ45	RS232C (In/Out), RJ45	RS232C (In/Out), RJ45
	Speaker		10W 2ch	10W 2ch	10W 2ch	10W 2ch
Mechanical Spec	Dimension (mm / in.)	Set	1,237.9 x 708.8 x 28.5 mm / 48.7 x 27.9 x 1.1 in.	1,456.8 x 831.9 x 28.5 mm / 57.4 x 32.8 x 1.1 in.	1,682.3 x 960.4 x 28.5 mm / 66.2 x 37.8 x 1.1 in.	1,904.3 x 1,085.3 x 28.5 mm / 75 x42.7 x 1.1 in.
		Package	1,403 x 835 x 148 mm / 55.2 x 32.9 x 5.8 in.	1,616 x 945 x 164 mm / 63.6 x 37.2 x 6.5 in.	1,839 x 1,113 x 180 mm / 72.4 x 43.8 x 7 in.	2,077 x 1,222 x 210 mm / 81.8 x 48.1 x 8.3 in.
	Weight (kg / lbs.)	Set	15.7 kg / 34.6 lbs.	21.5 kg / 47.4 lbs.	33.4 kg / 73.6 lbs.	41.9 kg / 92.4 lbs.
		Package	19.9 kg / 43.9 lbs.	28.6 kg / 63 lbs.	44.1 kg / 97.2 lbs.	53.9 kg / 118.8 lbs.
	VESA Mount		200 x 200	400 x 400	400 x 400	400 x 400
	VESA Mount Screw (Min~Max)		M8, 12~14mm	M8, 12~14mm	M8, 12~14mm	M8, 12~14mm
	Bezel Width (mm)		11.5 (Even)	11.5 (Even)	13.4 (Even)	13.9 (Even)
Features	Key		UHD Signage with Built-in MagicInfoS10, SSSP 10.0	UHD Signage with Built-in MagicInfoS10, SSSP 10.0	UHD Signage with Built-in MagicInfoS10, SSSP 10.0	UHD Signage with Built-in MagicInfoS10, SSSP 10.0
	Internal Player	Operating System	Tizen 7.0	Tizen 7.0	Tizen 7.0	Tizen 7.0
		Processor	CA53 1.3GHz Quad-Core	CA53 1.3GHz Quad-Core	CA53 1.3GHz Quad-Core	CA53 1.3GHz Quad-Core
		Storage (FDM)	8GB (3GB available)	8GB (3GB available)	8GB (3GB available)	8GB (3GB available)
	Special	H/W	2nd Gen. B2B Design Center IR Temperature Sensor Ambient Sensor Auto Level	2nd Gen. B2B Design Center IR Temperature Sensor Ambient Sensor Auto Level	2nd Gen. B2B Design Center IR Temperature Sensor Ambient Sensor Auto Level	2nd Gen. B2B Design Center IR Temperature Sensor Ambient Sensor Auto Level
		S/W	Signage New Home Workspace (Microsoft365/VMWare/RDP) Custom Home Auto Source HDR Support Switching & Recovery Dicom Simulation Mode Director Mode Upgradable Web-Engine Tizen Enterprise Platform Video Conference Solution Smart Calibration (Basic)	Signage New Home Workspace (Microsoft365/VMWare/RDP) Custom Home Auto Source HDR Support Switching & Recovery Dicom Simulation Mode Director Mode Upgradable Web-Engine Tizen Enterprise Platform Video Conference Solution Smart Calibration (Basic)	Signage New Home Workspace (Microsoft365/VMWare/RDP) Custom Home Auto Source HDR Support Switching & Recovery Dicom Simulation Mode Director Mode Upgradable Web-Engine Tizen Enterprise Platform Video Conference Solution Smart Calibration (Basic)	Signage New Home Workspace (Microsoft365/VMWare/RDP) Custom Home Auto Source HDR Support Switching & Recovery Dicom Simulation Mode Director Mode Upgradable Web-Engine Tizen Enterprise Platform Video Conference Solution Smart Calibration (Basic)
Certification	Safety		60950-1/62368-1	60950-1 / 62368-1	60950-1/62368-1	60950-1/62368-1
	EMC		Class B	Class B	Class B	Class A
	Environment		ENERGY STAR 8.0, EPEAT	ENERGY STAR 8.0, EPEAT	ENERGY STAR 8.0, EPEAT	ENERGY STAR 8.0, EPEAT
	IP Rating		IP5x	IP5x	IP5x	IP5x
Power	Power Supply		AC 100 - 240 V, 50/60 Hz	AC 100 - 240 V, 50/60 Hz	AC 100 - 240 V, 50/60 Hz	AC 100 - 240 V, 50/60 Hz
	Power Consumption	Max [W/h]	154	187	214.5	231
		Typical [W/h]	84	104	129	159
		Sleep mode	less than 0.5W	less than 0.5W	less than 0.5W	less than 0.5W
Operating Condition	Temperature		0°C~ 40°C	0°C~ 40°C	0°C~ 40°C	0°C~ 40°C
	Relative Humidity		10~80%	10~80%	10~80%	10~80%
Accessories	Included		Quick Setup Guide, Warranty Card, Power Cord RS232C (In) Gender Remote Controller and Batteries	Quick Setup Guide, Warranty Card, Power Cord RS232C (In) Gender Remote Controller and Batteries	Quick Setup Guide, Warranty Card, Power Cord RS232C (In) Gender Remote Controller and Batteries	Quick Setup Guide, Warranty Card, Power Cord RS232C (In) Gender Remote Controller and Batteries
	Optional	Stand	STN-L4355C	STN-L6585C	STN-L6585C	STN-L6585C
		Mount	WMN-B50SC	WMN-B50SC	WMN-B50SC	N/A

*Specs are preliminary.

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SAMSUNG

Sennheiser TeamConnect Ceiling 2 Installation Kit with Extension Brackets

This Kit includes: TeamConnect Ceiling 2 Microphone, Set of SM CL EB Brackets, TCC2 Box kit. It's designed to provide high-quality audio for voice and video conferences. It features adaptive beamforming technology that automatically follows the active speaker's voice, letting people speak naturally whether they are sitting, standing or walking around the room.

The mic offers 28 x KE10 condenser capsules that adapt to most conference-use cases and is perfectly suited to handle mid- to large-sized meeting rooms. Utilize the RJ45 ports for Dante networks and POE (Power over Ethernet), or make use of the 3-pin Phoenix connector for analog connections. You can flush mount the mic in the ceiling, and it works perfectly with Sennheiser's Control Cockpit software. An SL CM EB Mounting Bracket and a TCC2 Kit Box is included.

Features and Benefits

- Includes:
    - TeamConnect Ceiling 2 Microphone
    - Set of SM CL EB Brackets
    - TCC2 Box kit
- Dimensions: 590 x 590 x 43 mm
- Microphone: 28 x Sennheiser KE10 pre-polarized condenser capsule
- Sound pressure level: max. 104 dB SPL
- Weight: 5670 g (12.5 lbs)
- Dynamic range: 93 dB(A)
- Voltage: 44 – 57 V DC
- Temperature range:
    - Operation: 0 to 40 °C (32 to 104 °F)
    - Storage: -10 to 60 °C (14 to 140 °F)

Benefits

Highlights voice, reduces noise

TruVoicelift allows increase speech amplification on-site in the meeting room to get significantly louder. Additionally, a particular area of a room can be set as a priority zone to prioritize the speaking person over any others that are talking in the room. 5 advanced exclusion zones make it much more easier to define the position of noise sources to be ignored by the beam tracking.

Everything Under Control

Optimize your digital workflows with the Sennheiser Control Cockpit software. The microphone can be easily controlled and monitored from anywhere in the corporate or campus network.

Perfect Integration

For 100% connectivity - Connect the microphone via analogue or digital DANTE™ audio outputs to any conference system.

Easy to Install

Power-over-Ethernet (PoE) makes integration of the ceiling microphone very easy. An open media control protocol (API) allows you to make individual adjustments.

Assurance

Reliable Support Services, When and Where You Need Them

As businesses continue to adopt digital technologies, embracing remote work and collaboration, the reliance on audio visual, unified communication and collaboration, media, digital signage, and information technology will continue to grow. The resulting increased demand for technical support and troubleshooting capabilities can present additional challenges in ensuring optimum system performance.

At Diversified, your technology challenges are our priority, and we are committed to helping ensure your systems are performing at their optimal levels. Our portfolio of support services is thoughtfully customized to cater to the distinctive demands of your audio visual, unified collaboration, media, digital signage, meeting rooms, and security systems.

Assurance is designed to provide you with a seamless, customer-focused experience from a centralized point of connection.

Assurance harmoniously aligning with both your workplace dynamics and overarching business objectives. From troubleshooting and maintenance to comprehensive training, our support spans the spectrum of remote and on-site assistance and is accessible across communication channels, including phone, email, or web portal for your convenience.

A global organization, serving local needs.

Experience the global reach of our support, guided by our adept service desk agents, operators and extensive roster of field service technicians and seasoned Level 2 & 3 remote technical experts.

As a Service Specialty Areas

AV as a Service
- Audio visual
- Unified communications & collaboration
- Meeting rooms

Digital Signage as a Service
- Digital display
- Content management
- Media players
- Digital signage player software

Security as a Service
- Electronic security systems
- Cyber Security

onediversified.com

diversified
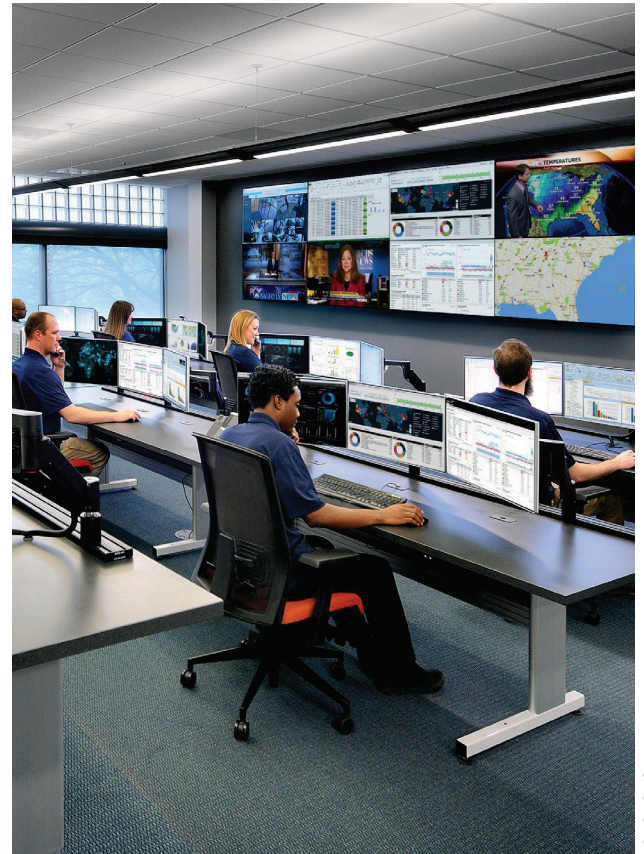**Assurance**

Services Offerings

Remote Support

Prioritize convenience without compromising service. Our dedicated service desk and remote level 2/3 professionals ensure rapid diagnosis and resolution of technical issues without the need for on-site visits. This means faster problem-solving and quicker restoration of your system to its peak performance.

On-Site Support

Get the service you need, when and where you need it. Our level 2/3 field technicians and support engineers provide you with personalized, face-to-face assistance to address all your technology needs, ensuring your technology performs at its best while delivering an exceptional experience that maximizes your system's performance.

Preventative Maintenance

Identify potential issues before they escalate into problems and impact your operations. Our experienced technology specialists inspect, calibrate, and optimize your critical equipment and systems, guaranteeing peak performance to minimize costly downtime and unexpected disruptions. We partner with you to understand your specific requirements and design a bespoke maintenance plan to meet your objectives.

Assurance enables you to:

- Improve system reliability and detect potential issues to minimize future downtime

- Access 24/7 help desk support for any product failure with an initial response of less than 15 minutes

- Seamlessly connect across all channels for support, including email, phone and web channels

- Alleviate additional burden on your IT resources for technical support and troubleshooting

- Integrate with IT service management (ITSM) platforms for service delivery and governancethrough the automated report and increase visibility into IT service delivery quality

Why Diversified?

When selecting a partner to help propel you to somewhere new, trust someone you know has been where you want to go. With extensive experience in remote and field support services complemented by integrated IT service management and governance, our team of dedicated specialists provide an all-encompassing solution to achieve 100% client satisfaction. Our goal is to provide you with an exceptional experience that elevates your company and maximizes your ROI.

onediversified.com/managed-services

Haivision
Mission-Critical Systems

GuardianCare

GuardianCare 24/7 Support

They were available to us at all hours of the day and night, and never hesitated to help with any problem that came about."

MSGT. U.S. AIR FORCE

GuardianCare

GuardianCare

24/7 WORLD-CLASS SUPPORT

By purchasing a Haivision MCS visual collaboration system, you have invested in a powerful tool that will help your organization operate, collaborate, and communicate more effectively. Our GuardianCare support plan was developed to help you protect your investment and maximize its value over the years to come.

GuardianCare provides ongoing expert support for your system and helps you leverage your technology to its fullest potential. As a GuardianCare member, you can rest assured that your critical assets are supported by our dedicated team, 24/7.

24/7 PHONE SUPPORT

GuardianCare support personnel are available 24 hours a day, 7 days a week, 365 days a year to assist you with any concerns. Our Support team members are experienced professionals based in our Atlanta headquarters. With years of experience supporting AV and IT systems, our team can deliver swift, effective solutions for your needs.

GUARDIANCARE PORTAL

As a GuardianCare member, you will have exclusive access to the GuardianCare Support Portal to submit tickets, access articles with answers to frequent questions, as well as access the latest software and documentation.

ON-SITE SUPPORT

With GuardianCare, your organization has access to two on-site support visits per year. These complimentary visits may be used for preventative maintenance to ensure optimal system performance, upgrades, or emergency dispatch for hands-on assistance with an issue.

SERVICE LEVEL OBJECTIVES

GuardianCare provides members with support for all Haivision-manufactured products. This means that as a GuardianCare member, you can count on guaranteed response times depending on the severity of the issue.

Haivision

GuardianCare

THE LATEST FEATURES AND CAPABILITIES

FREE SOFTWARE UPDATES

With an active GuardianCare contract, you will receive free access to all updates within your current major version release of your software, so you do not have to wait to leverage the latest features and capabilities.

DISCOUNTED SOFTWARE UPGRADES

GuardianCare provides members with discounts on all major upgrades to the CineNet software platform, such as from CineNet 3 to CineNet 4. When a major upgrade, like to the Command 360 software platform is deployed, your team will be provided with a remote training session to review new functionality and features.

LONG-TERM BENEFITS

EXTENDED LIMITED WARRANTY

When you purchase a Haivision system, you also get the peace of mind that the Haivision-manufactured products are covered against defects in materials and workmanship under normal use for up to five years. The warranty covers all Haivision-manufactured products, except displays which are covered for up to three years.

This warranty does not extend to any third-party goods or services. However, as a GuardianCare member, our Support team will provide basic support for third-party products.

BASIC SUPPORT FOR THIRD-PARTY PRODUCTS

As a GuardianCare member, you will also have access to basic support services for third-party products integrated by Haivision. Our Support team can provide remote diagnostics, troubleshooting, and connect your organization with third-party manufacturers for warranty-related coordination.

Haivision