Atlona Professional Services

Service Overview:

With the ever-changing face of technology, it can be hard to stay up to date on technologies, products and installation practices. Trust Atlona's professional services to help you gain an advantage through industry-leading technologies and cost-effective solutions that offer optimal performance and efficiency in your AV over IP and control projects.

Atlona Technologies, an industry recognized AV over IP, control and AV hardware manufacturer with over a decade of experience in commercial, educational, residential and government AV markets, has gained invaluable knowledge and competency in helping customers achieve their AV system goals, with an emphasis on quality, effectiveness, efficiency and prompt implementation.

Service Benefits:

Project design/architecture, configuration and management services:

- Customized AV over IP and control planner based on project requirements for streaming and control devices
- Analysis of the project's network requirements and resource allocation
- Decades of combined experience in AV over IP, control configuration and system design yielding creative and effective solutions
- Symbiotic relationship with integrators to ensure networks are optimized for AV over IP/control performance and long-term reliability
- Commissioning and complete configuration of AV over IP/control systems
- Product deployment and integration (alongside integrators)
- AV over IP/control system documentation

Why Atlona?

Customized system design and business model:
Atlona recognizes that effective systems can come in both small and large sizes. As such, we provide each customer with the same exceptional levels of care and support.

Industry recognized technical support:
As the winner of numerous industry awards, Atlona's Technical Support department is knowledgeable in both existing and future technologies which helps Atlona's customers gain a leading advantage.

Award winning Technology:
Atlona's OmniStream has been recognized by InfoComm as a "Best in show" winner for 2016. Atlona's Velocity platform has received countless praise for its revolutionary approach to system configuration and control over an existing network infrastructure.

Trusted and proven solutions:
Atlona's AV over IP products are trusted by industry leaders for exceptional quality and performance.

What can be expected?

- A dedicated engineer assigned to your project from beginning to end
- An AV over IP/control planner customized for the project's unique requirements
- Orchestration of technical kick-off meeting(s) with the AV integrator, IT department and the end-user to go over all the AV over IP and control functions
- AV over IP/control functionality verification (the engineer assigned to your project will review all network allocations and validate them for optimal performance)

After confirming the design of the system and all other pre-requisites, Atlona will prepare on-site deployment and commissioning alongside the integrator/customer as well as conducting on-site training related to the implemented system.

- Configuration and validation OmniStream end points including any necessary firmware updates
- Validation of proper multicast traffic flow over the network, multicast over the same VLAN or between VLANs
- Validation of decoder playback on selected screens / area
- Validation of AUX, RS232 or CEC for TV control (when applicable)
- Verification of control gateways, command converters, touch panels and all other control functions

Prerequisites and assumptions:

Integrators, IT professionals or customers will need to:

- Validate all necessary network cables required for the AV over IP/control system to operate on
- Install and test all HDMI displays/projectors and related cables
- Install, terminate and test all RS232/IR cables (if applicable)
- Rack mount all equipment for optimal performance and security

Getting Started:

To ensure your OmniStream project is optimized to meet your client's expectations, contact your Atlona representative.

North America Sales International Sales