

# Boxlight Production & Technical Services

Boxlight provides a wide range of services to help you and your customers get the best results from our classroom and campus solutions. From system commissioning, to training, to upgrades, Boxlight Technical Services is here to help ensure your success and great customer experiences.

Looking for a service that is not shown? Let us know!

## Production Services

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- 1050-00013** Upgrade/Replace Conductor Physical Server Version 1.3.1 to Latest Version
- 1050-00014** Upgrade/Replace Conductor Physical Server Version 2.1.0 to Latest Version
- 1050-00015** 30-day Temporary Emergency Conductor Server VM Deployment

## Other Services

- 1050-00007** Hourly Technical Consulting

*\*Juno Connect, ezRoom, IP speaker kit, CMP500 phone interface, and CM800 PA interfaces.*

# Production Services

## 1040-00001 RoomReady Pre-Registered Microphone (*Per Mic*)

### Item Details:

Save significant installation time by having the Action! or Bravo! microphone in any Elevate system charged, pre-registered to the ezRoom base station, tested, and labeled. A unique identification label will be printed and installed on the ezRoom enclosure and each microphone registered to it to provide easy identification and microphones will be shipped within the ezRoom enclosure, in most cases.

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## 1040-00002 RoomReady Device Pre-Configuration + IP Address

### Item Details:

Pre-configures a unique IP address and device name, and loads a custom configuration file, that has been ordered, onto any FrontRow audio device or wall controller, significantly reducing installation time at the site by allowing devices to be plugged into the school network ready to be used with Conductor Server. Customers may optionally provide a custom list of IP addresses and device names, otherwise defaults will be used. Each ezRoom and its shipping box is labeled with the unique IP address for easy identification.

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## 1040-00003 Juno Expansion Module Upgrade Service

### Item Details:

Manufacturer installation of any or all Juno Expansion Modules performed in Petaluma, CA by Frontrow's professionally trained Production Team instead of performing self-upgrades. Ensures module is installed correctly utilizing proper ESD precautions to protect device from damage. Includes firmware update to latest version and a complete system inspection:

#### **Juno-Connect:** (part number: 890-52-483-00)

Provides IP-based Ethernet connectivity for integration with Conductor Server, an RS-232 control port to connect third-party devices, and an Intercom port for connecting a wall controller.

#### **Speaker Expansion:** (part number: 890-52-480-00)

Enables powering up to four additional 4-8ohm externally connected speakers providing additional sound coverage within a room. Requires removal of existing Bluetooth module, if installed.

#### **Channel Expansion:** (part number: 4000-00121)

Adds three additional microphone channels to support up to five microphones total per Juno since each microphone requires a separate channel. Can also be used to mitigate IR interference between rooms in open-concept buildings or situations where IR interference from other sources is being experienced.

#### **Page Override:** (part number: 890-52-482-00)

Integrates with most third-party PA systems to mute local audio on the Juno and any speakers connected to a speaker expansion module while a PA is in progress ensuring announcements are heard.

### Notes:

- Up to all four modules may be installed per Juno on one order
- Includes shipping costs from/to customer
- Maintains manufacture warranty for any remaining duration
- Modules are not included with the service and must be ordered using part numbers shown above

Learn more at [www.boxlight.com](http://www.boxlight.com)

# Solution Commissioning

## FrontRow Conductor Commissioning

### General Description:

Remote or on-site setup of FrontRow's Conductor Solution to ensure proper configuration of desired features and customer satisfaction. Both delivery options include time allocated to the following activities, with key differences between the two service options detailed under their respective part numbers:

- Project stakeholder meeting to review timelines and desired features
- Gathering of required information
- Configuration of desired system elements shown below
- Final system testing
- 1-hour user training for school administration & IT staff
- 1-hour technical system training for IT staff



### Systems Elements & Quantities:

- Physical or virtual Conductor servers: **1**
- Admin or talk-back stations: **2**
- Audio zones: **10**
- Classroom and common-area audio devices: **252**
- Bell and alert buttons: **5 Total**
- Audio sequences using pre-installed audio files with associated trigger scripts/actions: **2**
- Bell schedules and calendar setup: **2 schedules**
- Map and hotspots: **1 Map / 5 Hotspots**
- User accounts and permissions: **2**
- CMP-500 with optional security code: **1 device / 5 custom paging zones or actions**
- Email messaging using Google or MS-Exchange with custom email templates: **2 Templates**

Variance from the element quantities above is allowed when it can be performed within allotted project hours. Projects that require more elements or advanced functionality such as custom audio recordings and third-party system integrations must include additional configuration time (part number: 1050-00007) offered in 1-hour increments. Email [tsg@boxlight.com](mailto:tsg@boxlight.com) to request a Pre-sale System Assessment meeting with the salesperson, customer, and TSG to determine whether additional configuration hours will be required.

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## 1050-00004 Conductor Remote Commissioning (*Feature Configuration Only*)

### **Item Details:**

Within 16 hours of total project time TSG will work remotely with school personnel and their designated on-site installer to identify key project dates and desired system functionality. After all equipment has been installed by others, TSG will remotely configure Conductor, audio device settings for ClassLight, microphone buttons, and connected CB50, CB55, or CB75 wall controllers, balance system audio inputs/outputs for a typical classroom and any CM800 connected to an existing PA system, and provide the installer with directions on how to properly deploy configuration file updates and perform required final device verification testing. Both user trainings will be taught remotely by TSG.

### **Third-Party Installer Responsibilities**

#### ***(Prior to Conductor Configuration)***

- Install Conductor Server, Admin Station PC, and all FrontRow classroom audio, wall controller, and common-area devices.
- Configure names and IP addresses on all devices
- Connect all devices to school network and verify connectivity

#### ***(After Conductor Configuration)***

- Deploy all final device configuration files
- Test all devices to confirm proper functionality

### **FrontRow Responsibilities**

- Configure Conductor software on Admin Station(s) to connect to Conductor Server
- Configure Conductor Server with features specified during project calls
- Configure system-wide ClassLight and microphone button settings
- Configure system-wide volume control and mute settings for CB50, CB55, CB75 wall controllers
- Provide installer with guidance on establishing and setting audio levels for common areas and classrooms
- Perform remote Administrative Staff and IT Dept. trainings

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## 1050-00020 Conductor On-Site Commissioning (*Feature Configuration + First 10 Audio Devices\**)

### **Item Details:**

Within 24 hours of total project time TSG will work with school personnel and their designated on-site installer to coordinate project meetings that identify key dates and desired system functionality. Per the responsibilities shown below, **after** the installer has completed all of their items, TSG will perform a two-day, on-site visit to complete all TSG items.

### **Third-Party Installer Responsibilities**

#### ***(All Items Must be Completed Prior to TSG's Arrival)***

- Install Conductor Server, Admin Station PC, and all FrontRow classroom audio, wall controller, and common-area devices.
- Configure names and IP addresses on all devices
- Connect all devices to the school network and verify connectivity

### **FrontRow Responsibilities**

#### ***(Completed by TSG On-Site)***

- Configure Conductor software on Admin Station(s) to connect to Conductor Server
- Configure Conductor Server with features specified during project calls
- Configure ClassLight, microphone button, and CB50, CB55, CB75 wall controller settings
- Establish and set system volume levels in classrooms and common areas
- Deploy commissioned settings and any purchased Custom Configuration File(s) to devices
- Test all devices, including wall controllers to ensure proper operation
- Perform in-person Administrative Staff and IT Dept. trainings

### **Note:**

For installations of more than 10 audio devices\* the appropriate quantity of On-site Device Verification (p/n: 1050-00021) must be ordered – See Below.

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## 1050-00021 Conductor On-Site Additional Device Commissioning (Up to 25 Audio Devices)

### Item Details:

Additional on-site day for setup and testing of up to 25 audio devices. Order quantity 1 of this part for each multiple of up to 25 audio devices in the system beyond the first 10 included with p/n: 1050-00020.

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## 1050-00022 Conductor On-Site District Office Commissioning – (Contact TSG for quote)

### Item Details:

Conductor On-site District Office Commissioning configures a Conductor Server at the district office to connect with existing school Conductor Server(s). It includes a kick-off meeting with project stakeholders, required information gathering, and network design review by TSG. Conductor server licensing and its configuration at the district office of required school zones, alerts, associated trigger scripts/actions, and installation, configuration, and testing of related CM800 devices.

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## 1050-00008 Attention! Commissioning

### Item Details:

Remote configuration of Conductor Server and CleverLive to support simultaneous broadcast of audio announcements and alerts with digital signage content across a school. Service includes setup of five Conductor alert buttons including All Clear and four additional alerts, upload of audio-visual media, configuration of actions, and a one-hour training session for their designated support person that covers how to add additional presentations, audio files, and IFP screens to the system. Schools may choose from a selection of existing audio files and presentations, which will be customized with their logo, or may provide their own self-created media files. Existing presentation templates include: **Fire Alarm, Fire Drill, Lockdown Alarm, Lockdown Drill, Weather Alert, and Daily Message.**

### Notes:

Creation of custom media files, advanced content design, and other advanced customizations are not included with this service or demonstrated in the training.

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## 1050-00026 MyFrontRow Commissioning

### Item Details:

Provides turnkey implementation of MyFrontRow application, including:

- Provision a MyCampus school account required by Boxlight's MyFrontRow, MyClass, MyStemKit, and MimioConnect solutions
  - Create or import teachers from school's LMS system and assign licenses
  - Create and map classroom audio and camera devices to teacher accounts
  - Deploy MyFrontRow application remotely using NDMS when a Premium NDMS subscription exists or provide installation instructions on how to download and install it manually
  - Provide system administrator training
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## Boxlight NDMS Commissioning: Coming Soon

### Item Details:

Setup centralized inventory and administration of supported devices for school IT staff. Service includes NDMS account creation, device import, custom configuration based on campus/district needs, and IT staff training. Currently supported devices include FrontRow network audio, and Boxlight/CleverTouch/Mimio digital signage and interactive flat panels.

Learn more at [www.boxlight.com](http://www.boxlight.com)

# FrontRow Configuration Files

## FrontRow Custom Configuration Files

### General Description:

Create a new or modify an existing custom configuration file to enable customer's desired functionality of FrontRow CB2000, CB6000, CM800, CM900, Juno Connect, ICR-01, or other FrontRow IP-based devices that can be used on an unlimited number of devices of the same model.

Each configuration file sold will include working with a designated person to discuss product capabilities/options, obtain written sign-off of desired functionality, file creation/modification, delivery and testing of file with installer to ensure proper operation, and providing file deployment instructions.

### Note:

Deployment of configuration file to all devices is the responsibility of the installer or school. Additionally, requests for changes to functionality made after the initial meeting and written sign-off by installer/customer will require ordering a new file and re-scheduling of delivery date.

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### 1050-00024 Basic Custom Config File

#### Item Details:

Customize settings on any FrontRow audio device (Juno, ICR, CM800, CM900, CM3000) or wall control (CB50, CB55, CB75, CB2000, CB6000) and create up to 8 single-action events/buttons to control basic FrontRow device functionality (volume, mute, microphone registration, Bluetooth pairing, HDMI matrix switch input selection, etc.) or Boxlight Interactive Flat Panels (power on/off, input select, etc.). No third-party device control.

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### 1050-00002 Intermediate Custom Configuration File

#### Item Details:

Customize settings on any FrontRow audio device (Juno, ICR, CM800, CM900, CM3000) or wall control (CB50, CB55, CB75, CB2000, CB6000) and create up to 16 single-action events/buttons to control basic FrontRow device functionality (volume, mute, microphone registration, Bluetooth pairing, HDMI matrix switch input selection, etc.), including up to 3 Boxlight or 1 third-party Interactive Flat Panel, projector, or third-party device via IP, RS-232, or IR (power on/off, input select, activate motorized screen, window shade, door lock, lights etc.).

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### 1050-00025 Advanced Custom Configuration File

#### Item Details:

Customize settings on any FrontRow audio device (Juno, ICR, CM800, CM900, CM3000) or wall control (CB50, CB55, CB75, CB2000, CB6000) and create up to the device's maximum number of single or multi-action events/buttons to control basic FrontRow functionality (volume, mute, microphone registration, Bluetooth pairing, HDMI matrix switch input selection, etc.), or advanced capabilities like dividing/combining rooms. Includes control of up to 3 Boxlight or third-party Interactive Flat Panels, projectors, or other devices via IP, RS-232, or IR (power on/off, input select, activate motorized screen, window shade, door lock, lights etc.).

Learn more at [www.boxlight.com](http://www.boxlight.com)

# FrontRow Technical Training

## 1-Day Live Technical Training Courses

### General Description:

Deep technical training with flexible delivery options offered at a special reduced price to help Boxlight Channel Partners, Installers, and Customers become proficient in ezRoom and Conductor deployments and support.

For each part number ordered, customer can select from one of the following live classes, which will be selected on the Customer Contact Form and confirmed during a scheduling call:

1. Juno/ICR ezRoom installation, configuration, with basic programming and troubleshooting.
2. Elevate ezRoom installation, configuration, with basic programming and troubleshooting.
3. Conductor installation, configuration, and testing to ensure successful deployments.
4. Advanced system design, programming, firmware updates, and troubleshooting.

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### 1050-00016 One Class at FrontRow in California

#### Item Details:

- In-person, 1-day training delivered 8:00am – 5:00pm at the FrontRow-Boxlight Experience Room in Petaluma, CA.
- Up to 15 attendees per class.
- One customer supplied laptop is **required** per three attendees, but individual laptops are recommended.
- Includes all necessary FrontRow equipment.
- Snacks, drinks, and lunch provided for each attendee.

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### 1050-00017 One Class Remote or On-Site (*Driving Distance*)

#### Item Details:

- Remote training is delivered live using MS Teams and TeamViewer over two half-day sessions.
- Local on-site training is available at customer sites that are within a 1-hour drive of Petaluma, CA or Houston, TX., taught from 8:00am – 5:00pm.
- Up to 15 attendees per class.
- Requires one FrontRow device (Juno, ICR, ezRoom, and wall controller, Conductor Admin Kit, etc. as appropriate for the class selected) for every three attendees. Learning pod rentals (p/n: 1050-00023) must be ordered if customer does not have their own equipment.
- One customer supplied laptop is **required** per three attendees, but individual laptops are recommended.
- Snacks, drinks, and lunch to be provided by customer.

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### 1050-00018 One Class On-Site (*Fly-in Required*)

#### Item Details:

- In-person, 1-day training delivered 8:00am – 5:00pm at the customer's site when a drive of more than 1-hour from Petaluma, CA or Houston, TX or fly-in is required.
- Up to 15 attendees per class.
- Requires one FrontRow device (Juno, ICR, ezRoom, and wall controller, Conductor Admin Kit, etc. as appropriate for the class selected) for every three attendees. Learning pod rentals (p/n: 1050-00023) must be ordered if customer does not have their own equipment.
- One customer supplied laptop is required per three attendees, but individual laptops are recommended.
- Snacks, drinks, and lunch to be provided by customer.

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## 1050-00019 Additional On-Site Class

### Item Details:

- One additional in-person, on-site class when p/n: 1050-00018 has been ordered.
  - Up to 15 attendees per class.
  - Must be held on a contiguous business day during the same week.
  - All other notes from 1050-00018 apply.
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## 1050-00023 Learning Pod Rental

### Item Details:

- Required class equipment provided by FrontRow when not provided by customer.
- One per every three attendees.
- Includes all shipping costs to/from customer site.
- Customer agrees to be billed full cost of any equipment not returned from remote trainings.

Learn more at [www.boxlight.com](http://www.boxlight.com)



# Conductor Server Upgrades, Crossgrades, Replacements, & Emergency Service

## Conductor Server Upgrade/Crossgrade, Replacement, & Emergency Services

### General Description:

Special discounted pricing available only to existing Conductor Server customers to help facilitate Crossgrades from physical to virtual environments, server upgrades to latest Ubuntu OS and Conductor features, and server hardware replacements.

### Notes:

- Special upgrade pricing will discontinue support of existing server hardware and requires that schools agree to delete & no longer use the old FrontRow Conductor software after conversion.
- Includes a new perpetual Conductor Server license and its use invalidates use of existing license.
- All Crossgrades require a supported virtual server environment that is operational with enough resources to create and run the new VM. Does not include configuration of the physical server or virtualization software platform, only the DRS-VM itself once the physical server is ready.
- All part numbers include remote data migration assistance provided via a scheduled live call with TSG.
- Why are there separate part numbers for different versions? Some upgrades require more time for data migration.

**1050-00009** Crossgrade from Conductor Version 1.0 – 1.3.0 to Latest VM Version

**1050-00010** Crossgrade from Conductor Version 1.3.1 to Latest VM Version

**1050-00011** Crossgrade from Conductor Version 2.1.0 to Latest VM Version

**1050-00012** Upgrade/Replace Conductor Physical Server Version 1.0 – 1.3.0 to Latest Version

**1050-00013** Upgrade/Replace Conductor Physical Server Version 1.3.1 to Latest Version

**1050-00014** Upgrade/Replace Conductor Physical Server Version 2.1.0 to Latest Version

**1050-00015** 30-Day Temporary Emergency Conductor Server VM Deployment

### Item Details:

Remote deployment of a virtual Conductor Server onto customer's existing Conductor Admin station to provide temporary continuity of normal school operations after a Conductor server failure. Service includes remote installation of hypervisor and DRS-VM software, activation of a 30-day temporary server license, restore of latest Conductor backup, testing, and service removal after replacement server is purchased from and installed by customer's reseller. If a backup is unavailable, a basic setup comprised of 1 zone with all devices, and a single bell schedule will be configured within the allotted 1-hour deployment timeframe. If other capabilities such as alerts are required and must be restored in the interim, time will be billed in 1-hour increments under part number 1050-00007.

### Notes:

- Payable by credit card with guaranteed 8-business hour response by TSG after payment is processed.
- Requires internet and TeamViewer access to existing Admin station.

Learn more at [www.boxlight.com](http://www.boxlight.com)

## Other Services

### 1050-00007 Hourly Professional Services Rate

**Item Details:**

This hourly rate is used by TSG when extending the scope of standard services and to provide advanced remote technical consulting. After an initial meeting with the salesperson to discuss customer needs, TSG will provide a written project scope of work and time/cost details to be added to customer quote. Email [tsg@boxlight.com](mailto:tsg@boxlight.com) to request a meeting.

**Notes:**

- Quoted and billed in 1-hour time blocks.
- Only 1-hour time blocks actually used are billed
- Service may not be quoted without prior scoping meeting with TSG.

Learn more at [www.boxlight.com](http://www.boxlight.com)