

NoPileups Install and Operational Process

Overview

VERSION 1 | REVISED 02/2021

Overview

The NoPileups install process breaks down into four phases: pre-install, install, calibrate, and live. This document outlines the installation during each of these phases.

Install Process

Pre-Install

Pre-installation involves gathering information about the site, scheduling the install, shipping NoPileups hardware and completing pre-requisite hardware installs.

What We Do

- Share NoPileups camera, tunnel controller and tunnel requirements.
- Collect site information.
- Provide written recommendations on where to install cameras to maximize NoPileups protection.
- Schedule the NoPileups install.
- Ship NoPileups hardware:
 - Server with NoPileups Software installed.
 - Basic networking equipment (cables and switches) required to connect the server.
 - A Display Interface computer that connects to the Load-On monitor installed in the tunnel.
 - A USB remote control that connects to the Display Interface, allowing load-on operators to interact with NoPileups.
 - ADAM allowing integration with non-TunnelWatch 4 or newer controllers (if required)
- Answer all questions and provide guidance.

What You Do

- Share site information.
- Purchase pre-requisite hardware:
 - Cameras
 - Load-on Monitor (TV or monitor)
- Install pre-requisite hardware:
 - Monitor for NoPileups Display Interface.
 - Tunnel cameras.

Install

NoPileups hardware is installed and connected to cameras and the tunnel controller.

What We Do

- On-Site install:
 - Install and connect NoPileups server.
 - Install and connect NoPileups Display Interface.
 - Record camera measurements.
- Guided install:
 - Provide guidance installing and connecting the NoPileups server.
- Provide guidance connecting to cameras and tunnel controller.
- Configure NoPileups software.

What You Do

- Ensure pre-requisite hardware is installed.
- Install and wire ADAM (if not using TunnelWatch 4 or newer).
- Coordinate with third-party camera/electrical vendors as necessary.
- Provide camera access information.
- Guided install:
 - Install and connect NoPileups server with guidance from NoPileups technicians.
 - Record camera measurements and send to NoPileups.

Calibrate

Customize NoPileups settings to the site, ensuring effective operation.

What We Do

- Evaluate NoPileups effectiveness.
- Adjust NoPileups software settings.
- Provide hardware adjustment recommendations.
- Communicate progress and schedule go-live when ready.

What You Do

- Clean cameras daily.
- Adjust equipment as requested.

Live

Training is provided before NoPileups is turned on. NoPileups staff monitor system operation and provide support.

What We Do

- Provide training and training resources before enabling NoPileups.
- Monitor NoPileups server status and attempt to contact the customer if the server or critical signals go offline.
- Review NoPileups stops and adjust NoPileups settings as required.
- Provide support when requested by the customer.
- Deliver reporting data.
- Add new features and improve NoPileups.

What You Do

- Clean cameras daily.
- Adjust equipment as requested.
- Contact NoPileups support to report incidents or ask questions.

Contacting NoPileups Support

For additional assistance, contact NoPileups support by phone at [\(833\) 667-4538](tel:(833)667-4538) or [\(208\) 789-0405](tel:(208)789-0405); or by email at support@NoPileups.com.

Installation support is available Monday - Friday, 9 AM to 7 PM Eastern Standard Time (EST).

General software support is available Monday - Friday 7 AM to 9 PM Eastern Standard Time (EST), and Saturday and Sunday 9 AM to 6 PM EST.