

To book in a remote support session, please email support@ciqurix.com. Sessions are usually only available Monday - Friday 1000 - 1500 GMT unless agreed separately.

Requirements for attending site to work on a Ciqurix FLEX system:

- **Laptop**
 - Relevant version Ciqurix DC software installed*
 - AngryIP or other equivalent network scanning tool installed
 - RJ45 network port (or a usb to RJ45 adaptor)
 - RJ45 network patch lead

If the Ciqurix system is not internet-connected:

- Wifi connection from laptop to internet (via wifi or 4G/5G dongle or tether)

- **Physical access to the Ciqurix Controller**
- **Physical access to all Ciqurix Cameras**
 - cherry picker / ladder / scaffold etc
 - confirmation from the site that safe access will be available as required
- **Physical access to any network switches on the Ciqurix network**
- **Tools**
 - 2.5mm allen key (an actual allen key or hex spinner, not a screwdriver bit)
 - 4mm allen key or hex bit
 - 6mm allen key or hex bit
 - Low voltage DC multimeter (able to read 24Vdc and resistances)
 - Standard electrical hand tools (eg 3.5mm screwdriver etc)

*If you do not have the Ciqurix DC software on your laptop, contact us in advance BEFORE attending the site so we can organise installing this. Laptop requirements:

- Windows 10 or 11
- Administrator rights
- Permission to install software
- RJ45 connection (or adapter)
- Teamviewer installed