











Display			How to Resolve
Booting		Progress bar for the Rock powering on.	Power cycle if the bootup does not complete. Check PoE+ is minimum 802.3at Type 2, 30W.
No PoE+ Power		No PoE+ power has been detected.	Check PoE+ power source. Minimum 802.3at Type 2, 30W.
No Panel Power		No panel power has been detected.	Check ACS power source.
Bad Network Connection		The following may scroll: IP:0.0.0.0, SN:0.0.0.0, GW:0.0.0.0, SRV:onboarding.alcatraz.ai(?).	Check for loose network connections.
Tamper		Rock is removed from mount.	Check that the Rock is secure to the wall.
Internal Comms Down		Internal communications are down.	Power cycle. Contact Support if it persists.
QR Code Receptive		Icon is able to read an Alcatraz AI generated QR code shown to the camera.	Icon will disappear after Onboarding.
QR Config Accepted		Rock accepts network configurations after scanning in QR code.	If not displayed after a QR code scan, try: Holding the QR code further away. Printing the QR code on a piece of paper. Verifying no reflection is on the QR code.
No Server Connection		Rock cannot connect to the server running the Alcatraz AI Admin Portal.	Check that required ports are open and firewall rules are properly configured.
Not Onboarded		Rock has not been onboarded to the Alcatraz AI Admin Portal.	The icon will disappear once the Rock is onboarded and status in Alcatraz AI Admin Portal shows Active and Online.

### Need support during Installation and Commissioning?

Visit [support.alcatraz.ai](https://support.alcatraz.ai) to:

- access our knowledge base
- raise a ticket using "Submit a request"

Call us at 1-650-600-0197 (option 2 for Support)  
or scan the QR Code for the Rock User Guide.



# Alcatraz Warranty

## LIMITED WARRANTY AND LIMITATION OF LIABILITY

Alcatraz warrants that the products shall be free from material defects for a period of one (1) year from the date of purchase (the "**Warranty Period**"). This warranty shall apply only to the original purchaser unless the buyer is authorized by Alcatraz to resell the products, in which event this warranty shall apply only to the first repurchase. It is necessary to obtain a Return Material Authorization (RMA) number before returning suspected defective products to Alcatraz. An RMA number may be requested by contacting Alcatraz Support at support@alcatraz.ai. The RMA number must be written on the documentation accompanying the return. If the product is delivered by mail or by an equivalent shipping carrier, the purchaser agrees to insure the product or assume the risk of loss or damage in transit, to prepay shipping charges to the warranty service location and to use the original shipping container or equivalent.

Alcatraz will in its sole discretion decide either to repair or replace the returned product. Repair parts and replacement products will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and products become the property of Alcatraz. This limited warranty does not include service to repair damage to the product resulting from accident, disaster, unreasonable use, misuse, abuse, customer's negligence, reseller's negligence, or non-Alcatraz modification of the product. Alcatraz reserves the right to examine the alleged defective goods to determine whether the warranty is applicable. Without limiting the generality of the foregoing, Alcatraz specifically disclaims any liability or warranty for goods resold in other than Alcatraz's original packages, and for goods modified, altered, or treated by customers.

ALCATRAZ MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, AND ALCATRAZ DISCLAIMS ANY WARRANTY OF ANY OTHER KIND, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALCATRAZ SPECIFICALLY DISCLAIMS ANY WARRANTY COVERING LABOR TO UNINSTALL AND REINSTALL PRODUCTS. EACH PURCHASER UNDERSTANDS THAT THE ALCATRAZ PRODUCT IS OFFERED AS IS. IF THIS PRODUCT DOES NOT CONFORM TO ALCATRAZ'S SPECIFICATIONS, THE SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. ALCATRAZ'S LIABILITY, IF ANY, TO AN END USER OR RESELLER, SHALL IN NO EVENT EXCEED THE TOTAL AMOUNT PAID TO ALCATRAZ FOR THE APPLICABLE ALCATRAZ PRODUCT. IN NO EVENT WILL ALCATRAZ BE LIABLE TO AN END USER OR RESELLER FOR ANY DAMAGES, INCLUDING ANY LOST PROFITS, LOST SAVINGS OR OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT, EVEN IF ALCATRAZ HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY OTHER PARTY.

## EXTENDED WARRANTY PERIOD

When products are purchased subject to a multi-year contract, the Warranty Period equals the length of the contract, as long as contract payments remain current. Furthermore, if a contract extension is executed before the then current contract ends, the Warranty Period is likewise extended. For example, if products are purchased for a contract length of three (3) years, the Warranty Period is three (3) years, and if a contract is extended for two (2) years, the Warranty Period is likewise extended by two (2) years, but only if the contract extension is executed before the previous contract has expired. If a contract expires before being extended, the Warranty Period reverts to one (1) year. If contract payments lapse, the Warranty Period reverts to one (1) year. IF A CONTRACT EXPIRES BEFORE BEING EXTENDED, OR IF CONTRACT PAYMENTS LAPSE, THE WARRANTY PERIOD IRREVOCABLY REVERTS TO ONE (1) YEAR.

## PREMIUM SERVICE PLAN INCLUDING ADVANCED REPLACEMENTS

For customers which separately purchase premium service, after Return Material Authorization is obtained, Alcatraz will expedite shipment of replacement products ("**Advanced Replacements**") before suspected defective products are returned. In this way the suspected defective products can be uninstalled, and products installed in their place, during one field service call, avoiding two separate service calls and resulting in a minimum of service interruption to the customer.

When Advanced Replacements are shipped, the suspected defective products must be received at the warranty service location within thirty (30) days of shipment of the Advanced Replacements. If the suspected defective products are not received within thirty (30) days, Alcatraz will invoice the purchaser for the then current list price of the Advanced Replacements, and payment for the Advanced Replacements will become due immediately.

