



VT100 BODY-WORN CAMERA

FREQUENTLY ASKED QUESTIONS, PCR CHANNEL PARTNERS

Q. WHAT IS BEING ANNOUNCED?

A. The VT100 body-worn camera is now available for Motorola Solutions channel partners to sell. A recording of the launch webinar is available to view on Partner Central.

Q. WHAT CAN YOU USE THIS PRODUCT FOR?

A. The VT100 is a lightweight body-worn camera that is perfect for use in professional and commercial operations. It offers:

- **PROTECTION:** Deterring aggression against staff, and capturing evidence-grade video to protect against false accusations
- **ACCOUNTABILITY:** Proving that staff have performed tasks as specified, and recording video of poor customer behavior
- **INTEGRATION:** Supplementing fixed security camera footage with staff point-of-view video evidence of an incident
- **SECURITY:** Helping loss-prevention workers and corporate security staff to keep their operation safe and efficient

Q. WHAT INDUSTRY VERTICALS ARE THE BEST POTENTIAL MARKETS?

A. We have seen a lot of interest from **RETAIL** operations, corporate and private **SECURITY**, as well as **HEALTHCARE, TRANSPORTATION AND LOGISTICS** and **EDUCATION. HOSPITALITY** would also be a good candidate.

Q. HOW DOES THE VT100 DIFFER FROM A POLICE BODY CAMERA?

A. The VT100 has been designed specifically for enterprise markets. Due to this, there has been great focus on making the device simple to use, and reducing the training burden often associated with police body-worn cameras. Therefore it is feature-light in comparison to a traditional police camera, which tends to have features such as pre/post record, bluetooth triggers, and shift-long battery life. The VT100 has been designed to remain on standby for up to 6 months because we know the camera will be used less frequently than a police camera, and shouldn't distract from the wearer's day-to-day job through daily charging requirements. It has also been designed to be easily branded by end users, to be more appealing in retail and hospitality markets and is much lighter than a police camera so as to remain unobtrusive and easy to wear on lighter uniforms.

Q. WHAT IS THE CAMERA'S BATTERY LIFE? THE SPEC SHEET SAYS 3 HOURS OF RECORD TIME, BUT WILL IT LAST A WHOLE WORKING SHIFT?

A. The VT100 only uses its battery when it's recording (in fact the battery can last up to 6 months on standby), and it's unlikely that any user will need to be recording for more than 3 hours in a day. So yes, it is perfectly capable of covering a whole shift.

Q. IS THE BATTERY REPLACEABLE?

A. No. The battery is integrated and cannot be removed.



Q. WHAT'S THE BACK-END SYSTEM? HOW DO YOU STORE, MANAGE AND SHARE ALL THAT VIDEO FOOTAGE?

A. The back-end solution is VideoManager: is a fully customizable, on-premise, browser-based solution for device, user and video management. It lets you store, prepare, process and share video evidence from your fleet of VT100 body-worn cameras,

Q. HOW DOES THE VT100 INTEGRATE INTO A FIXED VIDEO SECURITY SYSTEM?

A. VideoManager can integrate with most ONVIF-compliant Video Management Systems (VMSs). We recommend integration with Avigilon ACC, but VideoManager is also compatible with other solutions such as Milestone XProtect and Genetec Security Center.

Q. IF A CUSTOMER ALREADY HAS A VIDEO SURVEILLANCE SYSTEM, ARE THEY ABLE TO UPLOAD FOOTAGE FROM VT100 CAMERAS TO OTHER SOFTWARE SURVEILLANCE SYSTEMS WITHOUT THE NEED FOR A VIDEOMANAGER LICENSE?

A. No. The VT100 requires the Motorola Solutions back-end software (VideoManager). Customers may be able to pull footage from other IP cameras into VideoManager, but VideoManager is always required.

Q. DOES EVERY VT100 CAMERA REQUIRE A LICENSE?

A. Yes, each VT100 camera needs a one-time perpetual license. If a VT100 camera is returned or replaced, the license does not need to be renewed.

Q. HOW QUICKLY CAN I GET A LICENSE FOR A VT100 CAMERA?

A. The technical contact listed on the purchase order will receive an email approximately two days after the order is placed.

Q. WE ARE GOING TO PURCHASE 4 RFID READERS AND 4 DOCK CONTROLLERS FOR OUR DEMO FLEET. WHAT ELSE DO WE NEED TO PURCHASE SO WE CAN DEMONSTRATE RFID CAMERA ALLOCATION?

A. You simply need to add docks. We suggest 1x 14-port dock and 1x solo dock per DockController/RFID reader. You can then show cameras in both docks being pooled and allocated for deployment simultaneously.

Q. WHAT COMES IN THE BOX WITH THE VT100 CAMERA?

A. Only the VT100 camera. If you order an Alligator Clip mount (priced separately) with the camera, it will come attached to the camera. All other items including docks, other optional mounts and licenses are individually priced, and ordered separately.

Q. I SAW A 7-PORT DOCK IN THE BODY CAMERA PRESENTATION, BUT I DO NOT SEE THIS ON THE PRICE LIST.

A. The 7-port dock is not currently available in North America.

Q. AM I CHARGED FREIGHT ON MY BODY CAMERA ORDERS?

A. Yes.

Q. DO I EARN CO-OP FOR MY VT100 PURCHASES?

A. No. You will not earn Co-op in the Motorola Co-op program for the purchases of the VT100 device, software or accessories.

Q. CAN I USE CO-OP TO COVER ADVERTISING OR DEMO PRODUCT COSTS RELATED TO THE VT100?

A. No. Promotional activities related to the VT100 device, software or accessories are not eligible for reimbursement in the Motorola Co-op program.

Q. HOW LONG DOES IT TAKE TO GET ORDERS DELIVERED?

A. Once your order is placed you can expect to see the order in approximately 15 business days. We are working on a process to reduce this.

Q. WHAT ARE MY PAYMENT TERMS ON BODY CAMERA ORDERS?

A. Payment terms are net 30 days.

Q. HOW DO I REQUEST A RMA FOR DEFECTIVE INVENTORY OR INVENTORY THAT FAILS WITHIN THE END-USER WARRANTY PERIOD?

A. Please open an Avigilon support case. Contact details are available at <https://www.avigilon.com/contact/us>

Q. WHEN WILL AN RMA BE FULFILLED/COMPLETED?

A. Cameras purchased through Avigilon will follow Avigilon's return process. This means advanced replacement for all cameras within warranty period. The RMA Return team will process and ship RMA cases within 2 days of receiving the request.

Q. WHERE DO I GO FOR CUSTOMER SERVICE-RELATED QUESTIONS?

A. Contact Avigilon technical support at <https://www.avigilon.com/contact/us>

Q. WILL BODY CAMERA PRODUCTS BE AVAILABLE IN A “BULK PROGRAM” PACKAGING CONFIGURATION?

A. No. Not at launch.

Q. HOW DO I START SELLING THE VT100?

A. Your first action should be to sign up to become an Avigilon channel partner. You have two options:

- Sign up to sell VT100 systems only
- Sign up to sell all Avigilon products and services

Go to the Avigilon [website](#) and click **Partners > Become an Avigilon Partner**.

Q. HOW LONG DOES THE PROCESS TAKE?

A. If you are only signing up to sell VT100, you should get approval within 5 days of submitting your application. For full Avigilon partner status, it may take a little longer.

Q. WHO IS RESPONSIBLE FOR APPROVING MY APPLICATION?

A. The Avigilon channel team. Please contact partner.program@avigilon.com if you have any questions.

For more information about our VT100 body-worn cameras, please visit motorolasolutions.com/vt100



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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