

## Connected Camera Proposition – Frequently Asked Questions

### What is the core package provided?

- Vision Track VT3000 forward facing cameras with 1080p HD capability and specific Dashboard panic buttons. [Click here for VT3000 Technical Specification](#)
- 4G connectivity to the Autonomise Video Tracking online portal
- 128 GB SD cards capable of recording approximately 50 hours of footage before overwriting
- Installation including weekends.
- Camera management programme training at customer premises
- 2 year guarantee for hardware including SD cards.

### What are the costs?

- The customer only pays the VAT for the core package. VAT must be paid within 14 days of the invoice date.
- All upgrades must be paid by the customer including VAT
- The cameras and any paid options are the property of the customer. There are no extra monthly charges whilst the Q Underwriting policy remains in force.
- Additional vehicles benefit from the same complimentary package
- Substituted vehicles need to have cameras deinstalled and reinstalled. There is no charge if single cameras.

### What is the Autonomise Video Tracking portal and what does it do?

- A platform where all Vision Track cameras are visible along with their real time recording status.
- Allows remote retrieval of footage in 10, 20 or 30 second segments at any time whether an incident or not. Video footage can add vitally important context to data reports or lists which merit further investigation
- Footage downloaded to the Autonomise portal is retrievable for 3 months from the date of the footage. During this time important footage files should be separately downloaded to the user's PC e.g. Window media files
- Vehicle journey details stored for 12 months.
- Driver behaviour monitoring through access to over 20 reports which can be automatically scheduled
- Connectivity to cameras allows “over the air” maintenance and updating ensuring continual good camera health.
- Customers receive a registration email, after installation, to create their account on the Autonomise platform.

### Helpful video links

[Overview of Autonomise](#)

<a href="#">Tracking</a>	<a href="#">Media</a>	<a href="#">Reporting Functions</a>
<a href="#">Dashboard</a>	<a href="#">FNOL</a>	<a href="#">System Settings</a>

## What options are available?

### 256GB SD Card

- This replaces the 128GB SD card and doubles recording time to 100 hours.
- Customer pays £30 + VAT per camera if chosen at policy start. This is in addition to VAT payable on camera units.
- Alternatively, a customer upgrade charge of £65 + VAT per camera if SD card(s) are changed at a later date.

## What about installation?

- Approved HGV trained fitters hardwire the cameras and panic buttons to the HGV's fuse board. Cameras cut 15 minutes after ignition off to ensure no unnecessary battery drain or wasted footage on SD card
- VT3000 cameras are fitted centrally at the top or bottom of windscreens dependent on the HGV. They are fixed using 3M pads where the glass is warmed before application.
- Fitting takes approximately 1 to 1½ hours per vehicle
- Installers will arrange commissioning of cameras to the Autonomise portal.
- Fitting can be arranged at weekends and in batches to minimise vehicle downtime.

[Click here for the Vision Track Client Journey](#)

## What happens with the cameras following vehicle changes?

- As the cameras are connected to the Autonomise platform it's important to follow the correct procedures so that additional or replacement HGV's are correctly shown on the platform
- For additional HGV's brokers advise Q Underwriting who will add them to the fleet.  
They will then contact Vision Track to arrange for a new camera. Vision Track will then contact the customer to collect the VAT and arrange a convenient installation.
- For substituted HGV's brokers advise Q Underwriting who will swap the vehicles on the fleet.  
They will then contact Vision Track to arrange for the de-installation or re-installation of the camera equipment which can be done on separate days.

Self de-installation can be done by customers and is often preferred where timescales are tight factoring in planned vehicle disposal dates and engineer availability.

[Click here for VT3000 Vehicle Changes which includes the key steps customers need to take](#)