



VIGIL CLOUD™ END USER/CUSTOMER Frequently Asked Questions

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EXTERNAL FAQs

1. **What is VIGIL CLOUD and what are the key features available?** VIGIL CLOUD is a cloud-managed, high-quality video solution. Key features include event-based recording; automatic recording of activity detected by motion to a device, cloud storage, or both; Case management: incident occurs, VIGIL CLOUD enables creation, sharing, and documentation by remotely creating cases.
2. **How does a dealer sign up for VIGIL CLOUD?** Contact your sales representative. They will work with you on steps to become certified to sell and support VIGIL CLOUD.
3. **Can an end-user purchase VIGIL CLOUD direct?** VIGIL CLOUD is sold through any Certified Dealer only and not directly through 3xLOGIC.
4. **What dealers can purchase VIGIL CLOUD?** VIGIL CLOUD can be purchased by any Certified Dealer.
5. **Can the dealer see my video?** Dealers have access to a customer account to view live video for configuration and troubleshooting. This access can be disabled at any time by the customer. **Is this managed case-by-case (via a notification request) or a general setting per customer site?** When the customer account is created by the dealer all dealer administrators will have default enabled access to the customer accounts and sites live video to perform maintenance and troubleshoot. The customer always has the option to disable this access under Administration -> Dealer Users.
6. **Can the dealer access my cameras and make changes?** Dealers have access to a customer account to view live video for configuration and troubleshooting. This access can be disabled at any time by the customer.
7. **Do other manufacturers' cameras work with VIGIL CLOUD?** Not currently.
8. **How many customers/email addresses can the solution support on an account?** Each account allows 25 email addresses per site. Each user of VIGIL CLOUD requires a unique email address. The large amount of email addresses per account allows each user of VIGIL CLOUD their own login. Email addresses cannot be shared between users. Additionally, the login email will be associated with either a dealer account or an end user account.
9. **Does cloud video get deleted when a camera is removed? What about cases and alarm video?** Dealers will have the option to fully delete video if a camera is removed from an account. Cases, clips, and still shots will remain for the life of the account.

10. **Can I move a camera to a different location after it's activated?** Yes. The footage will begin to record at the new location. Footage from the previous location will be removed when the camera's relationship is terminated with that location. Content that was added to a case will remain.
11. **How long will you maintain clip data in the cloud?** For the duration of the contract.
Are there any limitations to the number of clips or clip duration (length of video)? Each customer camera is provided with 10GB per camera of clip, still image, and case storage. Clips can be no longer than one hour in length. **Can I change a non-cloud camera to a cloud camera after it's installed?** The camera requires a factory reset with Cloud software installed and local storage added by 3xLOGIC.
12. **After the camera has been installed and configured to VIGIL CLOUD is it possible to change from local storage to cloud or change my days of cloud retention?** The ability to change from local storage to cloud storage or to adjust cloud storage retention is not a current feature of VIGIL CLOUD, however, the ability to do so will be in a future release ETA end of April 2021.
13. **Can the dealer or end-user supply their own local storage?** VIGIL CLOUD cameras were developed to use a specific make/model of SD card. End users are not advised to replace these cards. Dealers can replace them if make/model are matched.
14. **Is the installation of local storage the only thing required to make a camera VIGIL CLOUD capable?** No. Several steps are taken regarding firmware, camera plugins, and plugin removals to make a camera VIGIL CLOUD capable.
15. **Will I receive notification when features are added to the cloud?** Each release is accompanied by release notes that will be placed in the help section of the application. Major feature releases will be communicated by marketing and/or product management.
16. **Does VIGIL CLOUD support video analytics like VIGIL?** Not currently, but on the road map as a future feature.
17. **Does VIGIL CLOUD support integrations to POS and infinias like VIGIL?** Not currently, but on the road map as a future feature.
18. **Does VIGIL CLOUD work with any browser?** Yes, this Web application works on all mobile, tablet and desktop browsers.
19. **If my VIGIL CLOUD camera goes down can I retrieve video and data directly from the cloud?** Only if cloud storage options are not chosen. When leveraging local-only storage the footage cannot be retrieved. If the camera has cloud retention footage, it can be retrieved for the retention period indicated. If there is video footage on the SD card it can be retrieved with the assistance of the 3xLOGIC Technical Assistance Center.

20. **How much video can I backup to the cloud?** Video retention is determined by the retention option selected.
21. **How do you change the password for the cameras once they are connected?** Passwords are determined by the VIGIL CLOUD plugin and cannot be modified.
22. **When will the mobile application be available? Is there a charge for the App?** The VIGIL CLOUD browser application is fully responsive and works on all mobile and tablet devices running iOS and Android. Notifications will be delivered over email, SMS or within the application. A native iOS and Android app will be available later in 2021.
23. **Is technical support included? Where do I go for technical support?** Technical support is included and can be reached at +1 (877) 395-6442.
24. **How much does VIGIL CLOUD cost?** Contact your 3xLOGIC Sales Associate.
25. **Who gets billed for the cloud services?** Dealers are billed for each active camera deployed.
26. **How often does billing occur?** Billing goes out the 2nd Friday of each month.
27. **Is there a charge for client licenses?** No client licenses are required. VIGIL CLOUD is managed via a Web browser, so there are no client licenses or instances to manage. Premium service includes the cloud-managed component and access/management via a Web browser.
28. **Can I backup my video from the camera local storage to the cloud? Is there a charge for this?** Not currently, but on the road map as a future feature. If cloud-redundant storage is required, customers should select that option upon activation.

The logo for 3xLOGIC VIGIL CLOUD. The word "3xLOGIC" is in a large, bold, white sans-serif font, with the "x" in red. Below it, "VIGIL CLOUD" is in a smaller, white, all-caps sans-serif font, followed by a trademark symbol (TM).

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