CUSTOMER SUPPORT
ALL THE WAYS
WE CAN HELP

VICON

CUSTOMER SUPPORT
ALL THE WAYS WE
CAN HELP

We have a host of tutorials on our YouTube channel here:
https://bit.Ly/2zlfmbm

SUPPORT IS A LARGE PART OF THE VICON OFFERING AND WE'RE VERY PROUD OF IT.

Free support for life

From the day your system is installed you have access to our global support network, meaning help is only a click, call or email away.

Our new customers receive a one-year warranty on their hardware and all our customers benefit from access to phone, email and web technical support for the life of their system.

Our staff tend to stay with us, ensuring all our products are well supported, from the latest to those going back many years. This longevity of staff enables us to offer an unsurpassed depth of knowledge across our entire product range.

We are here to help, so we are always happy to speak with you, regardless of your current support plan validity. And if you find that you need a higher level of support, you will be offered the opportunity to invest in dedicated training at your site.

Read more here:
www.vicon.com/support

Initial installation

Our support engineers will assist and advise on optimum camera placement within your physical environment, whether you are mounting via tripods, truss or wall brackets.

The engineers will continue commissioning your system, which includes fixing the cameras to the tripods, truss, rail or wall mount and configuring and optimizing them for best results.

Full installation typically takes one to three days. During this time we also provide in-depth training that covers both running and automating the system, so all your users are adept in data capture, processing and refining pipelines before we leave your premises. Our support team ensures quality at all stages.

Other ways to access training

Training at the Vicon offices is included in some support plans or can be purchased separately. Check with your customer support engineer.

Custom onsite support and training is also available in the shape of refresher, basic or advanced training when your system is established. We can sometimes use the 'day per year' on the Premier contract to do this, if it has not been used towards the end of your contractual year.

Online resources

We have over 4800 pages of online help and support documents available at **docs.vicon.com.** This resource is freely available to anyone and is updated and added to regularly, independent of software releases.

You can also find a list of frequently asked questions on our website. We regularly update this searchable knowledge base. Available online on our product web pages or here **www.vicon.com/faqs**

WE HAVE OVER 4800 PAGES OF ONLINE HELP AND SUPPORT DOCUMENTS AVAILABLE AT DOCS.VICON.COM

SOFTWARE HELP & REMOTE SUPPORT
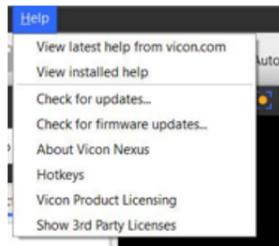
Software help

You can access **docs.vicon.com** from within the software to find all the user guides and product support information – click on the Help menu in Nexus to access all the related documents (see image).

If you don't have an internet connection, you can click 'View installed help' to display the product documentation that is installed with the software.

Email support

– Wherever you are in the world, send an email to **support@vicon.com** with details of your query. Please use your organization's email account where possible. If you are emailing us for the first time, or using an alternative address, we may ask you for some further details to confirm the organization to which you are linked.

– When a new support case has been raised, you will receive an email notification and a case reference.

– A Vicon support engineer will respond to your email as soon as possible – we may be able to get back to you within an hour, if your call is during working hours, otherwise we will contact you within 24 hours. All emails will have the case reference in the subject line of the email.

– Any new emails sent to support@vicon.com with the case reference in the subject line will be linked to the history for that case.

Remote support

Once you're talking to Support, sometimes it's quickest and easiest for one of our support engineers to see your screen. We use remote screen sharing to do this.

If you have a support call booked, you might want to download the screen-sharing software ahead of time. You can do this from our support page here **www.vicon.com/support**

We understand that certain institutions may not be able to access some remote screen-sharing applications, so we can accommodate other screen-sharing options initiated by you.

Out of hours support

While we encourage customers to interact with us on our social channels, the best and quickest way to receive technical support is via email at **support@vicon.com**

PHONE SUPPORT

No matter where you are in the world, you can contact any of our offices for support during their respective business hours.

Vicon Denver: +1.303.799.8686
Open from 8am to 5pm MST (GMT -7)
Monday to Friday

Vicon LA: +1.310.437.4499
Open from 8am to 5pm PST (GMT -8)
Monday to Friday

Vicon Oxford: +44.1865.261800
Open from 9am to 5pm GMT
(MST +7, PST +8) Monday to Friday

GET SOCIAL

You will find useful information on our social channels, ranging from tutorials to information about product launches, events, and customer stories.

- facebook.com/vicon
- twitter.com/vicon
- instagram.com/viconmocap
- youtube.com/vicon

SUPPORT PACKAGES

LIFETIME PRODUCT AND APPLICATION SUPPORT IS INCLUDED WITH SYSTEM PURCHASE.

		Premier 12 Month Contract	Hardware 12 Month Contract
Contact Us	Phone Technical Support – Troubleshooting	●	●
	Email Technical Support – Troubleshooting	●	●
	Teamviewer Technical Support – Troubleshooting	●	●
Online	Remote Assisted Training Services (unlimited) on any Vicon platform	●	
Software	Access to unlimited trial licenses of all software products until end of contract (exclusions apply)	●	
	Version upgrades on all licenses of Vicon purchased software products (for example version 1.6 to 2.0)	●	
	Discount on Vicon software	●	
Training	Discounted on-site training sessions	●	
	Custom on-site system optimization (one per year)	●	
Hardware	Vicon to cover the costs for collection of faulty goods (North America, Canada and Europe only)	●	●
	Parts and labor warranty on all replaced parts	●	●
	Vicon covers return shipping costs	●	●
	New replacement items on all Vicon current release products, shipped within a working day (RMA raised by midday the previous day, North America, Canada and Europe only)	●	●
	Current products (Vantage, Vero, and IMU) replaced with new units	●	●
	T-Series and Bonita products returned to base for investigation and replacement parts fitted	●	●
	Broken dongle replacement (max two per year)		●
	Broken dongle replacement (max five per year)	●	
	20 markers per year, customer's choice of marker size	●	

We support our hardware for at least seven years from the last sale (as per the CE rule).

Email sales@vicon.com for pricing and to buy a package.

Did you know?

We are continually improving our support offering.

We regularly post 'how-to' videos on our social channels, and we're always on hand via the support email or phone to answer questions on how to make the most out of our software.

Our aim is to help our customers make the most out of the custom workflow and automation features available in our software.

Some of the more advanced requests our support engineers have assisted with include advising on creating custom skeleton labeling templates and checking scripting (although we can't check customers' biomechanical models).

Free point releases

When you buy a license of a specific version of our software, all point releases are available to download free of charge. We send out an email whenever a point release is available.
Find the download function on the software page on our website eg. **www.vicon.com/nexus**

About Vicon support

– We have a team of over 20 customer support engineers, with 13 of those focused on the life sciences market[1].

– Our support engineers have clinical science, biomechanics, sports science, engineering and animation backgrounds, with 17 Masters and PhDs among them[2].

– Demonstrating our commitment to excellent and highly personalized customer service, our support team clocked up 625 days of face-to-face customer visits in 2019 – increasing every year.

– We have the best distributors in the market, who earn their accreditation by meeting our stringent criteria and rigorous training requirements.

– 60% of our distributor training last year was in life sciences[3].

[1]May 2019.
[2]Globally, July 2019.
[3]Globally, as of May 2019.

**Contact us to find
out more**
www.vicon.com/support
support@vicon.com

Vicon Denver
+1.303.799.8686

Open from 8am to 5pm MST (GMT -7)
Monday to Friday

Vicon LA
+1.310.437.4499

Open from 8am to 5pm PST (GMT -8)
Monday to Friday

Vicon Oxford:
+44.1865.261800

Open from 9am to 5pm GMT
(MST +7, PST +8) Monday to Friday

VICON