

Body camera services

Maximize your first-person video investment

Whether you're a law enforcement agency, hospital, school or commercial business, our Support Services will keep your body camera investment running smoothly. Get the support and guidance you need, when you need it, along with replacement devices, for peak performance.

SERVICE	WHAT'S INCLUDED	SVX	V700	VB400	V200
Device Managed Services - Essential	<ul style="list-style-type: none"> Non-technical support: Get support during normal business hours (7 AM to 7 PM CST Mon-Fri) for general inquiries and associated business activities such as billing, contract and order status Technical support: Get support during normal business hours (7 AM to 6 PM CST Mon-Fri) for operational issues that require troubleshooting expertise Hardware repair: Get repairs for manufacturer defects and wear and tear with 1-way shipping and a 5-day in-house turnaround time 	3 or 5 years <i>Upfront purchase or subscription</i>	3 or 5 years <i>Upfront purchase only</i>	5 years	3 years
3- or 5-year Essential support, advanced replacement and accidental damage	Optional service upgrade: <ul style="list-style-type: none"> Provides a replacement device in advance, shipped within 2 business days after the repair request has been made Extends repair scope to any type of failure including physical, chemical and water damage 	3 or 5 years	3 or 5 years	N/A	N/A
V700 Video and Location Streaming Services	<ul style="list-style-type: none"> V700, when paired with CommandCentral Aware, will send location updates and stream live video to a dispatch center or Real Time Crime Center (RTCC) giving the agency a complete and accurate view of their officers for better coordination and quicker response times 	N/A	Annual auto renewal (until terminated)	N/A	N/A

To learn more, visit: motorolasolutions.com/services



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