

Here is a list of the most frequently asked questions and answers, we will be continually updating this as the product develops.

FAQ's

- I am trying to load the Tether website, but it is loading a blank page.

Please load the website in Google Chrome. Internet Explorer no longer loads the website correctly. Chrome is the best to experience the website with all its capabilities.

Website: visionon.timeline.is

- I am trying to login, but it says my account is disabled.

Please email Duncan or me or contact your Team's Admin.

Kayleigh@visionon.cc

Duncan@visionon.cc

- I have logged in, but my events are not up to date.

Try and press the **Reset button** in the second column under our logo. If this does not work, let VisionOn know, it may be that the system is currently offline.

- Unsure about using the Tether website or your recorder.

Please find our manuals/guides on our website: visionon.cc, Click on the Support tab and scroll down and you will find our guides.

- I found some relevant footage; how do I stop this from getting overwritten on the Tether Platform.

If you **flag** the footage, this will save the video in the cloud. Please read the point above to download the quick guide to inform you how to use the Flag function.

- I am interested in getting a quote or meeting for a site survey.

On our website: visionon.cc, If you hover over the Support tab, you will see a drop down of options. Deploy booking forms, site survey requests, permanent CCTV requests and a request to download footage.

- I need to download footage onto a disc and send it to the Police.

At a cost, we can provide this service. On our website, if you hover over the Support tab, you will see a request for downloading of footage. Click on this and fill in the information.

- I can see I am attached to my site, but I cannot see any camera views.

It is possible that the permissions need configuring, please notify VisionOn or your Team Admin.

- I need someone added to a site.

Please send Duncan or me an email with the email address of the user you wish to add and cc in your head of department, so we have their confirmation to cover GDPR.

If you have a Team Admin, contact them with your request.

- My site says it is offline.

VisionOn check our site stats daily, it is likely we are already aware and are remotely working on getting the system back up and running or we are scheduling our nearest available date to visit site to investigate the issue.

If the recorder still has power and is still connected to the network but is offline, then the recorder should still be recording locally, and this footage will become accessible when it is back online.

If the site does not have power or is not connected to the network, then footage will not have been recorded.