

8 key questions to ask connected cameras suppliers

1 Are the data sims locked to a single network or can they roam across all networks?

Single network sims will provide a slower or less stable connection as the vehicle moves around and have more black spot areas due to poorer coverage.

2 Can I view the cameras live?

Suppliers may not be able to offer this but instead offer a snapshot which just takes a picture of what's happening at that moment.

3 Can I download any footage on demand?

Some basic systems only offer a short 10-30 second clip that is uploaded when a g-force event is detected e.g. hard braking or steering. Whilst this can be very useful if video is required of an incident that didn't trigger a g-force event you won't be able to access it and will have to download manually:

- Accusation of damage to a vehicle or property
- Complaint about speeding or poor driving
- Prove a vehicle was where it should have been Incidents of road rage or driver assault

4 Can I view the footage on the camera before I download it?

If you are told an incident happened between 09:00 – 09:45 and you can't review the footage before downloading it can take a long time to find the incident. You will have to download one very large clip or multiple small clips to find it.

5 What's the max length of video I can download at a time?

Many systems restrict you to a max 1 or 2min for each download. If you need a 10-minute clip to get the full picture of what happened, you will have to download multiple clips for the same incident which can be very time consuming and difficult to manage.

6 Does the system automatically alert me if a camera or the memory system has a fault?

Being notified to any faults is vital to reduce the downtime on the camera. The longer a camera isn't recording the more likely it is to miss something. Some systems will have fault reporting, but you have to run the report manually rather than be automatically notified.

7 What is my data allowance and is it capped?

Suppliers may use a capped data allowance at around 2GB. This means once all the data is used up for a vehicle in a month then you can't access or download any more footage.

8 Can someone download footage for me if required?

If you are out of the office or struggling to download footage, what support will you receive. Can you email or call someone directly or do you have to raise a ticket and wait for a response which can take up to 48hrs.