

FAQs

Onsight Connect for External Guest Users

1

WILL USING ONSIGHT CONNECT DRAIN MY BATTERY?

Onsight Connect is streaming live video back from the device. Video streaming and illumination functionality do consume additional battery power.

2

ARE YOU ACCESSING MY PHOTOS OR VIDEOS?

No. Only videos or snapshots captured during the Onsight Connect session are shared.

3

Can I control who can access my camera when I am in a sensitive location?

Yes. Remote Video Privacy settings can be enabled for your group or organization that will require you to **Allow** or **Decline** a request to share video from your camera.

4

WILL THIS USE MY MEMORY?

There will be no snapshots or videos stored on the customer's device, but the app will consume some memory. Remind customers they have the option of deleting the Onsight app at the end of the session.

5

ARE YOU RECORDING VIDEO?

At some point during the session, there may be a need to record the video for later review. Both parties will be aware that a video is being recorded by a red dot on the upper right corner of their screens. This video will not be stored on the customer's device.

6

WHY IS THE VIDEO CHOPPY?

Many factors go into what may appear to be stuttering or frozen video, but most often, it is due to their local connection. Please explain to the customer that Onsight is designed to work in a number of different situations and scenarios. Assure them that you are able to capture clear snapshots to help resolve the issue.

7

WILL THIS COUNT AGAINST MY DATA PLAN?

Not if they are on a Wi-Fi connection. However, if a customer is in a location where he is unable to access a viable Wi-Fi signal and on a device which has a cellular connection, his individual data will be used to conduct the session. This question should be addressed at the start of the session.

8

CAN I BE "HACKED" DURING THIS SESSION?

Onsight is a secure, encrypted platform, but it is recommended to only connect locally to familiar networks.