



FLEET FLIX AI+ PRO

Powerful, Reliable, and Fully Integrated
into Geotab.

This is the FleetFlix Support Guide.



FLEETFLIX



AN OVERVIEW

Meet the FleetFlix AI+ Pro! With its AI-powered LDW (Lane Departure Warning) and FCW (Forward Collision Warning) advanced driving assistance features, the device prevents accidents by identifying potential dangers on the road ahead.

READY TO LEARN MORE?

Visit www.FleetFlix.com for more information.



TECHNICAL SUPPORT BY PHONE

• You can quickly connect with our support team for critical issues, during our business hours of operation (Mon-Fri, 8-5pm EST.). After hours available for emergencies only. Support is available through our Support ticket system, as well as our phone number provided below.

• **678.759.2544**

TECHNICAL SUPPORT BY EMAIL

• This is where to submit your payments to and who to contact for billing questions.

• **info@fleetflix.com**

NON-TECHNICAL SUPPORT

• Non-technical support for all other FleetFlix related needs is the responsibility of the reseller.



Let us Do the Work for You!

Our support team is the origin and foundation of FleetFlix. We know our products inside and out, to get you the technical help you need to grow your business



TIER TECHNICAL SUPPORT RESPONSIBILITIES

Our Support is divided into three Tiers. Tier One is performed by the reseller. Tier Two is performed by FleetFlix Tech Support. Tier Three is performed by FleetFlix Software Support Teams.



The FleetFlix AI+ Pro is fully integrated into the Geotab Platform

TIER ONE - PERFORMED BY RESELLER

- Direct contact with the Customer
- Basic Customer Troubleshooting
 - SD Card Issues
 - Camera ADAS Calibration
 - Camera and cloud misconfiguration
 - Network Connectivity Including SIM Card issues
 - Installation of Camera and any approved third party integration plugin

Escalation to Tier 2:

- Cloud issues not resolved in trouble shooting including live video events, users, permissions and approved third party integration plugin.
- Access to cloud accounts of Customers should be with the permission of the Customers

TIER TWO - PERFORMED BY FLEETFLIX TECH SUPPORT

- Direct contact with customers is through Reseller
- Cloud issues not resolved in trouble shooting including live video, events, users, permissions and approved third party integration plugin
- Assistance of suspected camera hardware issues
- Tracking and communication of resolution of issues, defects and feature requests
- Reproducing issues found in the field when possible
- Ticket tracking with Reseller and escalation to Tier 3 as needed
- Determination of RMA

Escalation to Tier 3:

- Suspected defects
- Abnormal behavior
- New feature requests

TIER THREE - PERFORMED BY FLEETFLIX SOFTWARE SUPPORT TEAMS

- Defect Resolution
- Distribution of emergency patches
- Direct contact with customers is through Reseller





Give us a call for more information

www.FleetFlix.com