

Camera Related Report – Status Details

In Progress :

Reminder is being sent regularly and the issue is still under follow-up.

On Hold :

Your team has informed us that the issue (e.g., Camera or NVR repair) will take 5 to 10 days.

Therefore, our team has marked it as On Hold for 10 days, meaning no reminders will be sent during this period.

Ignored :

1. If no response or resolution is received even after 15 to 20 days of reminders, the status will be changed from In Progress to Ignored.
2. If your team has removed the cameras or they are permanently non-functional, they are marked as Ignored.