

SUPPORT SERVICES 2026 VICON



prophysics AG – your partner for motion capture and motion analysis since 1996

For three decades, prophysics AG has been working enthusiastically in the field of motion analysis and 3D motion capture. Our interdisciplinary team combines expertise in sports science, biomechanics, electrical engineering, engineering and software development. Thanks to this broad know-how, we develop solutions that are precisely tailored to the needs of our customers – for more efficient work processes and new insights in research, sports and industry.

Our 2026 support structure –tailored to your requirements

In the new year, you will benefit from our newly structured support services, which we have tailored precisely to the different requirements of our users:

Basic Support <p>Included free of charge with every Vicon system. You can open a support ticket by email at any time; the next available specialist will take over and ensure that your system is working reliably.</p>	Advanced Support <p>For anyone who would like to contact our support team directly by telephone. This way, you will receive quick answers and targeted support exactly when you need it.</p>	Premium Support <p>For the highest demands: prioritised processing extended services and individually tailored solutions so that you can implement your projects even more efficiently and securely.</p>	Technical Individual Support <p>For anyone who needs individual support. You receive extended services based on actual expenditure—targeted, solution-oriented, and precisely tailored to your technical requirements.</p>	Premium Individual Support <p>For anyone who needs tailor-made solutions. You receive individual services based on time and effort, customized services, and professional training.</p>
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If none of these packages exactly meet your requirements, we also offer tailor-made technical support and customised software and programming solutions on request.

Overview support services VICON 2026

Support services	Basic Support	Advanced Support	Premium Support	Techn. Individual Support	Premium Individual Support
Contents	<p>Ensuring Vicon-system functionality</p> <p>Availability: Email to support@prophysics.ch</p> <p>Response within 2 working days</p>	<p>Extended system service (Vicon, KMP, EMG, etc.) and direct access to support</p> <p>Availability: Email, telephone and remote access</p> <p>Direct processing / response within 1-2 working days</p>	<p>Prioritised system service (Vicon, KMP, EMG, etc.) and extended services and customised solutions</p> <p>Availability: Email, telephone and remote access</p> <p>Direct processing/ response within one working day</p> <p>*Individual services max. 12 hours per year</p>	Individual, price based on time and effort	Individual, price based on time and effort
Information on the Prophysics Learning Hub	×	×	×		
Access to Vicon Support / Vicon Help	×	×	×		
Technical email support Open a ticket at support@prophysics.ch	×	×	×		
Comprehensive technical telephone support Weekdays 9 am-12pm / 1pm-5pm		×	×	×	
Comprehensive technical remote support Weekdays 9 am-12pm / 1pm-5pm		×	×	×	
Remote system check (1 per year, approx. 2 hours)			×	×	
Support with Vicon setup changes/integration of third-party devices/ support for third-party computers			×	×	
Support with Vicon Setup/ Modell planning for studies			×		×
Creation of individual biomechanical models/ model adjustments/ individual reports			×		×
Remote training for new employees					×
Further individual services by arrangement					×



Info

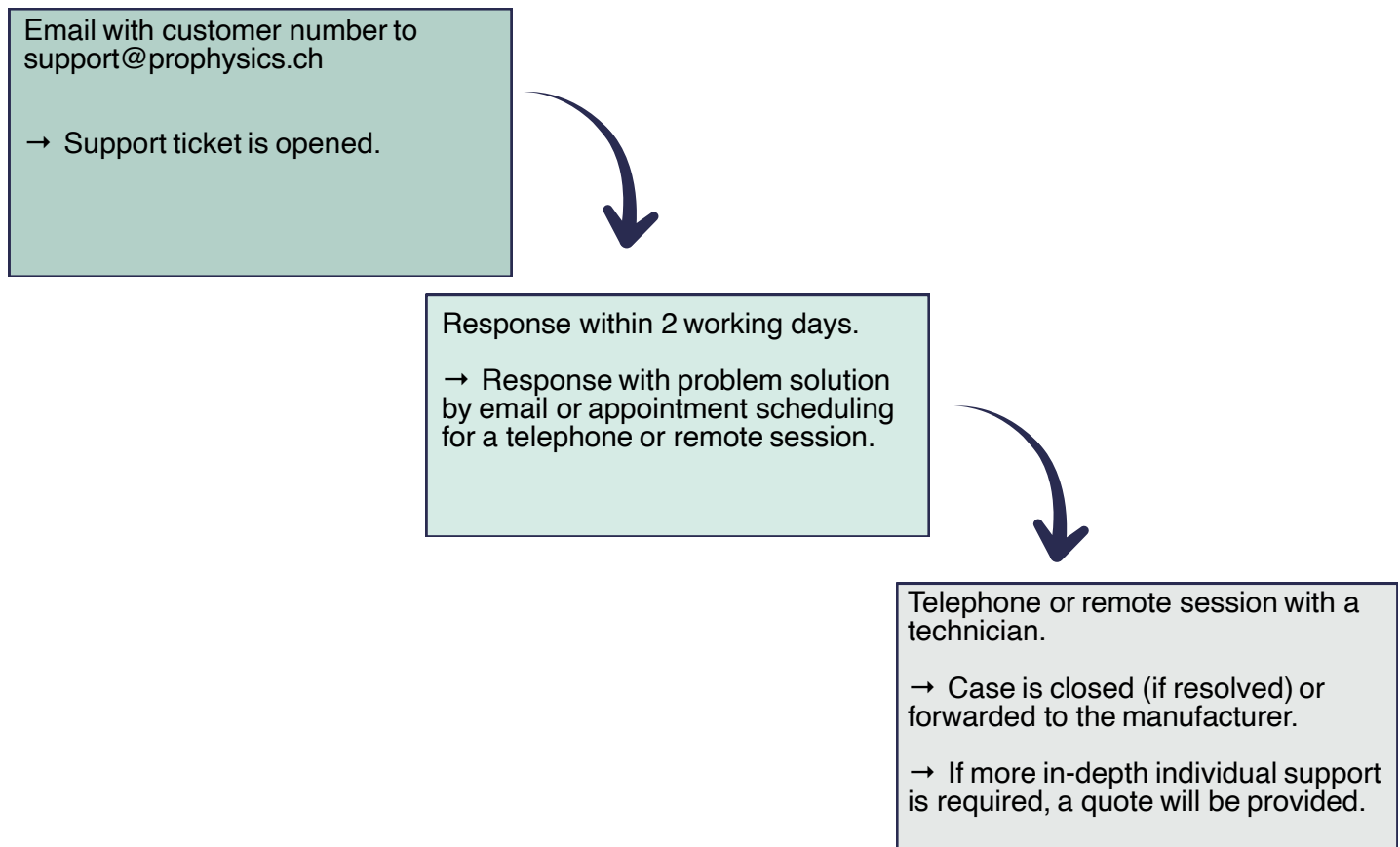
Validity: For current hardware and software solutions purchased from prophysics AG, stating the respective customer number.

Basic Support

Basic Support is free of charge and available to all prophysics AG customers. Basic Support includes only the following services:

- Access to the prophysics learning hub – www.prophyscs.ch/learninghub
- Access Vicon Support – support@vicon.com
- Vicon Help- <https://help.vicon.com/>
- Technical email support for the following services:
 - Basic support to ensure system functionality
 - Technical support for malfunctions of Vicon software and hardware
 - Help with licence activation and management
 - Support with software and driver updates
 - RMA processing for defective hardware (in accordance with warranty conditions)

Support process and contact



Advanced Support

In addition to Basic Support, Advanced Support includes direct access (by telephone or remote) to our motion capture experts:

- Access to the prophysics learning hub – www.prophysics.ch/learninghub
- Access to the Vicon Support – support@vicon.com
- Vicon Help- <https://help.vicon.com/>
- Technical email support for the following services:
 - Basic support to ensure system functionality
 - Technical support for malfunctions of Vicon software and hardware
 - Help with licence activation and management
 - Support with software and driver updates
 - RMA processing for defective hardware (in accordance with warranty conditions)
 - **Advanced services:** Expert support with fault diagnosis, licence management, system configuration, integration of third-party devices, software and driver updates, calibration

Support process and contact

Email with customer number to support@prophysics.ch
→ Support ticket is opened.

Telephone Weekdays 9am to 12pm and 1pm to 5pm.

→ Providing the customer number and forwarding to the support team.

Direct telephone support at the earliest opportunity.

→ Depending on urgency, response within 1-2 working days.

→ Depending on the support case, appointment for remote session.

Telephone or remote session with a technician.

→ Case is closed (if resolved) or forwarded to the manufacturer.

→ If more in-depth individual support is required, a quote will be provided.

Premium Support

In addition to Basic Support, Premium Support includes direct access (by telephone or remote) to our motion capture experts:

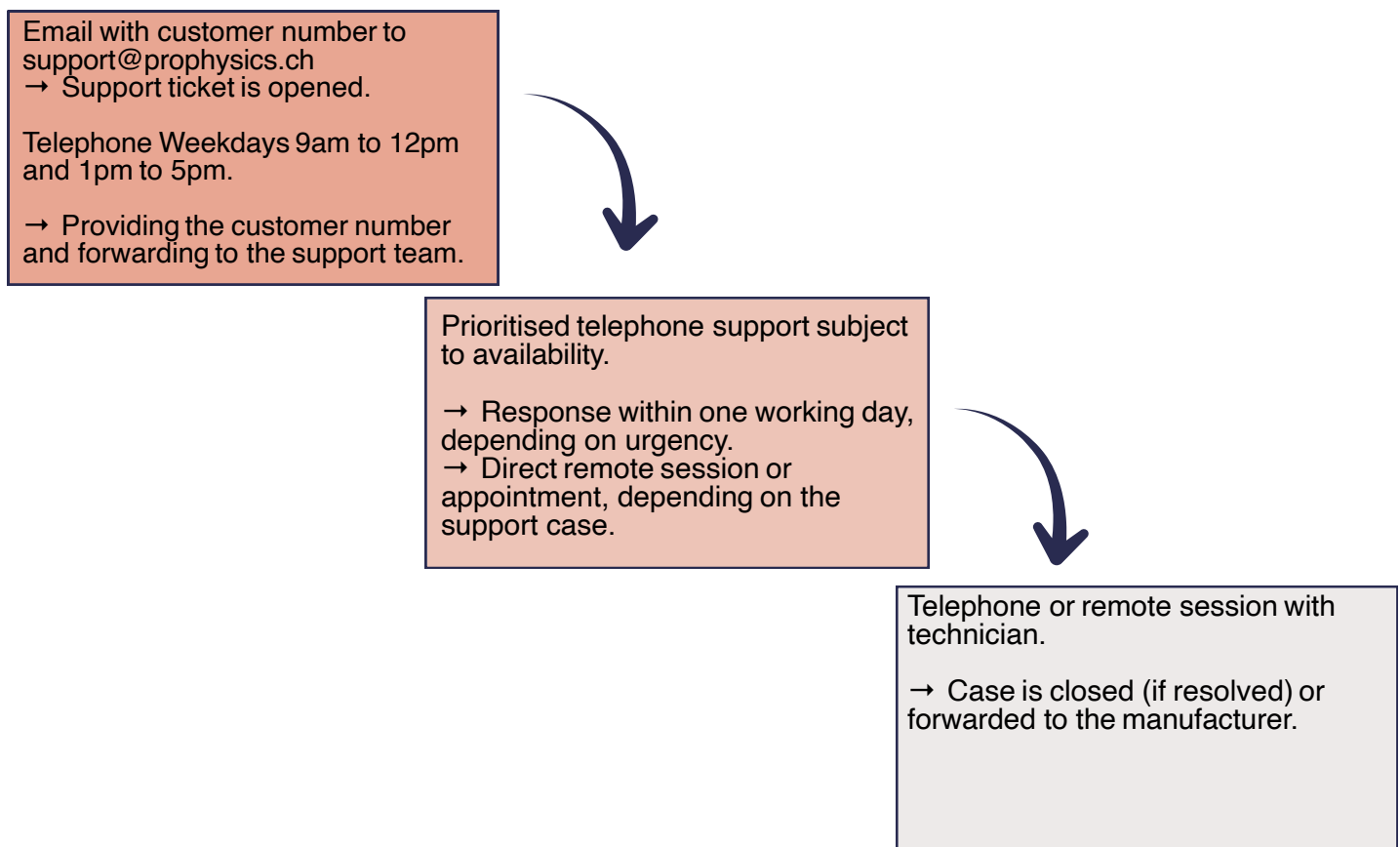
- Access to the prophysics learning hub – www.prophysics.ch/learninghub
- Access to the Vicon Support – support@vicon.com
- Vicon Help- <https://help.vicon.com/>
- Technical email support for the following services:
 - Basic support to ensure system functionality
 - Technical support for malfunctions of Vicon software and hardware
 - Help with licence activation and management
 - Support with software and driver updates
 - RMA processing for defective hardware (in accordance with warranty conditions)

Premium services:

- Expert support with fault diagnosis, licence management, system configuration, integration of third-party devices, software and driver updates, calibration
- Setup optimisation & system enhancements
- Support with the integration of third-party components
- Annual remote system check
- Individual model adjustments*
- Development of proprietary biomechanical models*
- Preparation of study-specific reports*

* 12 hours of services per year (expires after 12 months)

Support process and contact



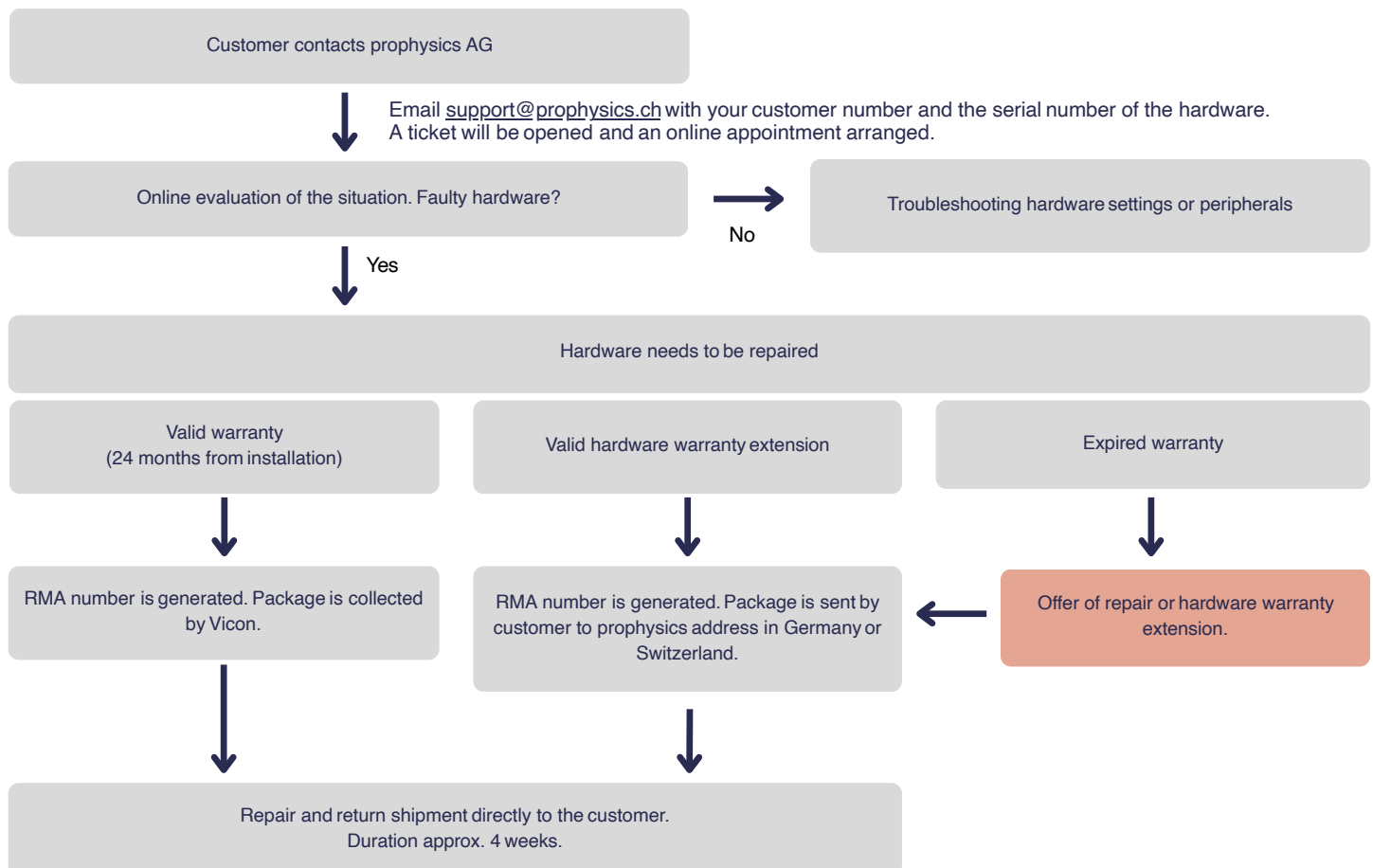
Individual Support (personalised quote)

We offer tailor-made solutions that are provided according to project requirements. These include:

- Support with model adjustments/model development
- Creating custom models in Nexus, ProCalc, Polygon, Shogun or BodyBuilder
- Customised reports in Nexus Insight and Polygon / Modification of existing reports
- Special projects / Integration of third-party devices that have never been integrated before
- Training new employees / Follow-up training
- Individual training in your laboratory, online or at prophysics in Kloten
- On-site maintenance/system check
- Relocation and recommissioning

Repairs (e.g. Vicon cameras)

Vicon hardware is generally maintenance-free and subject to strict quality testing and controls. In the rare event of a defect, there is an established service process between the customer, prophysics and the manufacturer Vicon. This process works as follows:



Warranty extension for Vicon Hardware

Vicon offers a warranty extension that can be added at any time and is valid for 12 months. During this period, any repairs that may be necessary can be handled easily. The cost of the warranty extension depends on the camera type and the number of cameras used.

Example: Vero Hardware Support Plan A

Valid for customers with the following system components: 1–19 Vero cameras

Scope of services:

- Coverage of costs for repair work and spare parts
- Replacement of a Wand charger in case of defect
- Replacement of up to two software dongles in case of defect
- Shipping to prophysys in Germany or Switzerland is at the customer's expense
- Shipping to Oxford and return shipping to the customer are included in the price.
- Validity: 1 year from date of order