



USER GUIDE //

HAND OVER PACK

**Essential information for the use of your
CCTV Monitoring Ltd system.**

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A guide to remotely monitored CCTV security systems.

The following document provides you with all the information you should require in order to use your new CCTV Security system to its greatest potential. The document covers the installation and operation of the camera control software, along with all the key documents you may need.

Should you require any further assistance or if you have an enquiry please do not hesitate to contact us either by phone on 01484 454545 or through email to control@cctvmon.com.

/ Key Contacts /

Managing Director

David Forward Mobile (07799 117080) email: david@cctvmon.com

Engineering Supervisor

Richard Shaw Mobile (07775 745676) email: richard@cctvmon.com

Office Manager

Annastasia Callaghan Mobile (07787 123725) email: anna@cctvmon.com

Sales Manager

Mark Furber Mobile (07795 022171) email: mark@cctvmon.com

Control Room Manager

Steve Sweeting Mobile (07795 482702) email: steve@cctvmon.com

Finance Manager

Jane Barden Mobile (07585 976313) email: jane@cctvmon.com

Control Room General

CCTV Operative Mobile (07795 163731) email: control@cctvmon.com

/ Heitel User Guide /

The software provided by CCTV Monitoring Ltd gives you the greatest level of control over your system. It is the same software as is used by our staff in the monitoring control room and gives users complete functionality. We also allow certain Setup functions to be accessed giving you the ability to see alter all our information regarding the site.

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/ Logging into Cam Control /

After turning on the computer you will see the 'CamControl LITE' software's icon (below) somewhere on the desktop screen.



Double-Click on this to launch the CCTV Viewing Software.

Once loaded you will see the following screen.

Click on the box labelled DIAL (top right).

You will then be shown a box that will have an option called **SITE NAME** or similar.

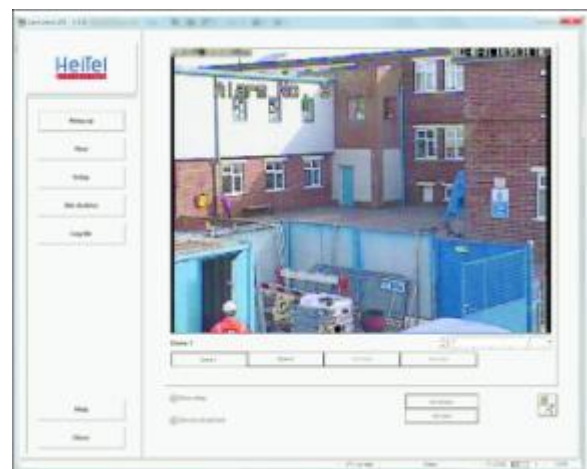
Double-Click on this.

A further box will prompt you to enter a **Username & Password.**

Please enter 21 for both.

After entering the Username & Password, the screen will load the live camera images. This will look similar to the image opposite.

This is the home screen for your site. From it you can access and take control of all the cameras on the system. You are able to move the cameras, view footage and archives and save or record data as required. This is discussed in the accompanying pages.



/ Viewing Cameras /

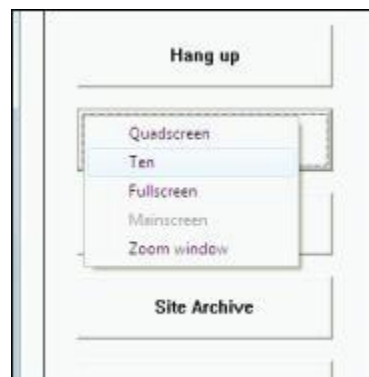
To view an individual camera you can simply click on the relevant button across the bottom of the screen. This will then bring the chosen image into full screen view.

To view multiple cameras click on the button along the left hand side of the screen marked VIEW. This will bring up a menu from which you can select how you wish to view a range of cameras.

The options are as follows:

- | | |
|--------------------|--|
| Quadscreen | Shows the first 4 cameras in the system on the homepage. |
| Ten | Shows up to ten cameras on single homepage. |
| Fullscreen | Loads camera in full screen mode. |
| Mainscreen | Returns user to home screen. |
| Zoom Window | Puts camera in 'pop-up' window. |

To return to looking at an individual camera simply click on an image to return to the home screen with the selected camera in live view.

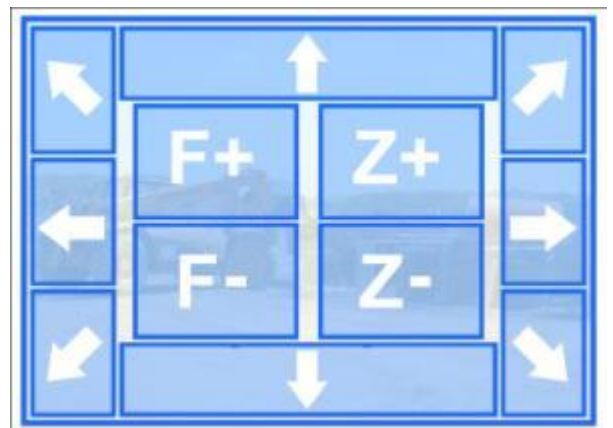


/ PTZ /

Some cameras have the ability to be moved around, zoomed and tilted from the software. These are usually any domes installed in the system.

To use this function you need to hover the mouse over key parts of the live image. The function available is determined by the location shown opposite. The main controls shown are.

- | | | | |
|-----------|-----------|---|-----------|
| Z+ | Zoom In | ↑ | Tilt Up |
| Z- | Zoom Out | ↓ | Tilt Down |
| F+ | Focus In | ← | Pan Left |
| F- | Focus Out | → | Pan Right |



/ Hang up the Site /

Once you have finished viewing the system you will need to hang up the site in order to log out. To do this simply press the button named **HANG UP** in the top left hand corner.

/ REPLAY VIDEO IMAGES /

Connect to your site as usual. Then from the main menu select Site Archive > Evaluate with Optimal Speed

This will load the Transmitter Archive Pop-Up window.

The upper section of the menu allows you to select a date and time to begin viewing. The lower section will have a list of all the cameras on the system. Like a standard VCR (or Sky+ etc) system, you can control the speed and direction of the footage to be played.

Before you use either of the above you should select the camera from which you want to view footage. As you can see, we have selected Camera 2.

Once the video is loaded you can highlight the hour, minute or seconds from the top right window and use the small increment arrows to quickly move up and down. If required you can also type the numbers into the window directly.

The small black arrow alongside the play button will offer you a range of playback speeds.

Once the footage has been viewed it is automatically saved to your computers hard drive. From this you can review, save or copy the file as required.



/ Copying Video Footage /

NB : BEFORE VIDEO FOOTAGE CAN BE COPIED YOU MUST ENSURE THAT YOU HAVE DISCONNECTED FROM THE CAMERAS (HANG UP) AND ARE BEING PRESENTED WITH THE SOFTWARE HOME PAGE SHOWN OPPOSITE.

To access the archive, ensure you are not connected to the cameras and then press the **PC ARCHIVE** button found in the left menu bar.

Once the software is open select

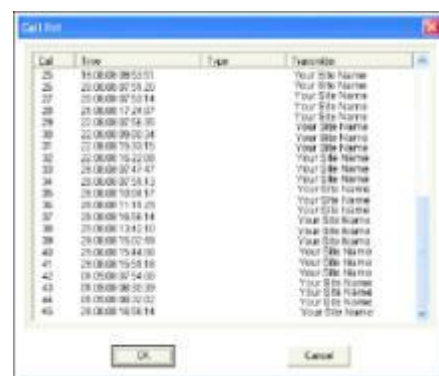
FILE > OPEN ARCHIVE from the top menu bar. The correct file should already be selected but if not, select the file called **CAMARC.CTW** and press **OPEN**.

A dialogue box will load which shows all the sessions you have created, if you have just reviewed some footage it will be the last entry in the list.

Highlight the entry you wish to review and press **OK**

The slider bar across the bottom of the window represents the entire session time. You can grab the bar with the mouse and slide it to the required time, or simply press the play button to review the entire file.

The controls are located above the bar and can be used in usual manner. All the footage that is viewed is stored on the computer's hard drive.



/ Exporting Footage /

When you have located the start of the video press the

1 (set sequence start)

button from the top menu bar. This will insert a light blue flag on the lower timeline as shown in the image.

Locate the end of the required video and press the

2 (set sequence end)

As above, you will see a dark blue flag inserted on the bottom timeline.

When the start and end flags have been set press the

 (save sequence)

button to display the 'Export To File' dialogue box.



/ Exporting to File /

In the dialogue box select the '**EXPORT ARCHIVE [* .hpx]**' option in the top left hand corner of the box. Then press the **CREATE SELF PLAYING ARCHIVE** beneath it.

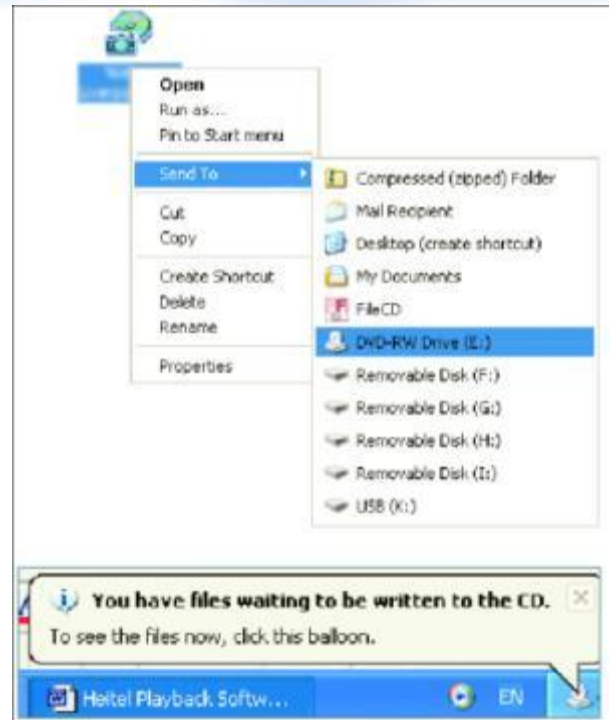
Tick the camera numbers you require. Ignore the time and date options in the 'select' export window as these are dictated by the start/end flags we set earlier.

Press **START EXPORT**. This displays the 'save as' requester. **Choose a file name and location** and then press **SAVE**. When complete you should see an icon at your save location. You can now close the software and use this icon to view the saved footage.

/ Exporting to CD /

Right click the newly created icon and select **SEND TO > CD/DVD DRIVE**.

Click the balloon at the bottom of the screen and **follow the prompts** given to complete the operation. If familiar with another method of burning files to disc you may use your chosen method instead. The file behaves like any standard file on your computer.



/ The Immix Web Portal /

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What is the Immix Web Portal ?

The Immix Web Portal offers the user complete transparency with the level of service provided by CCTV Monitoring Ltd. It gives our customers the ability to view all the cameras on their site, both live and historically. You are able to view the alarms we receive, the actions taken and the timescale on which this happens. Should you require the system is also able to build detailed alarm reports, detailing all events which happen on your site.



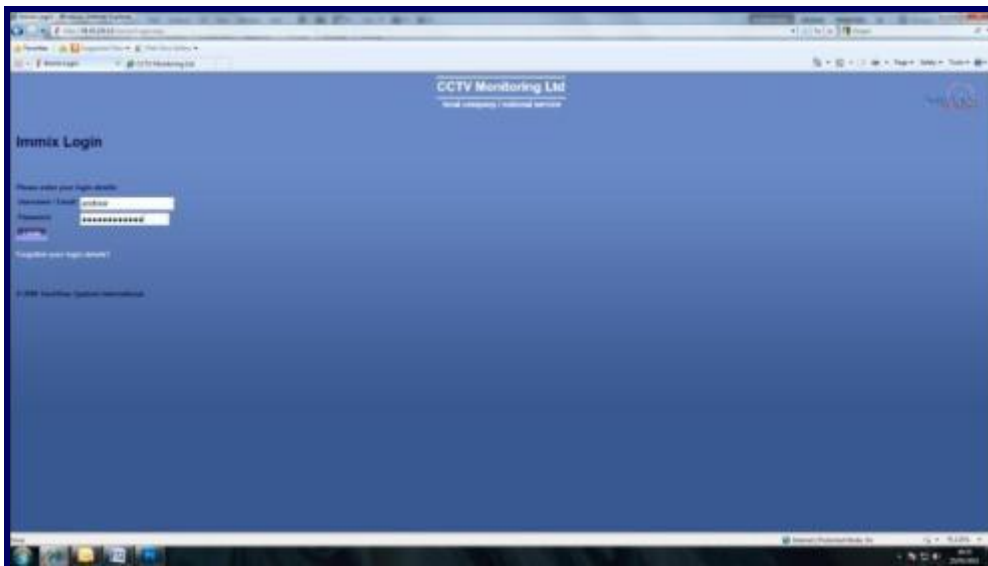
The tool is also useful as it shows you all the information we hold for your site, enabling you to report any changes of contact details or key holders when necessary.

/ Logging In /

To log onto the portal simply visit the CCTV Monitoring Ltd website (www.cctvmon.com) and click on the link to the 'Web Portal' found at the bottom of every page (see image).



From here you will be presented with the log in page for the Immix Portal. To log on simply enter your user name and password and click 'log in'.



You will presented with the welcome screen and the message

“Hello ‘your name’ and welcome to Immix.”

click on your sites name to continue...

/ The User Interface /

Once you have logged into the portal you will need to select the site which you are wanting to view. In most cases this will be the only site available. Simply click on the name of the site and you will be directed to the sites home page. From here you will have access to all the other features specific to that location.

Once logged in the menu bar will appear at the top of the page. This is the main method you will use to navigate through the portal. From here you can gain access to all the main areas of the site.

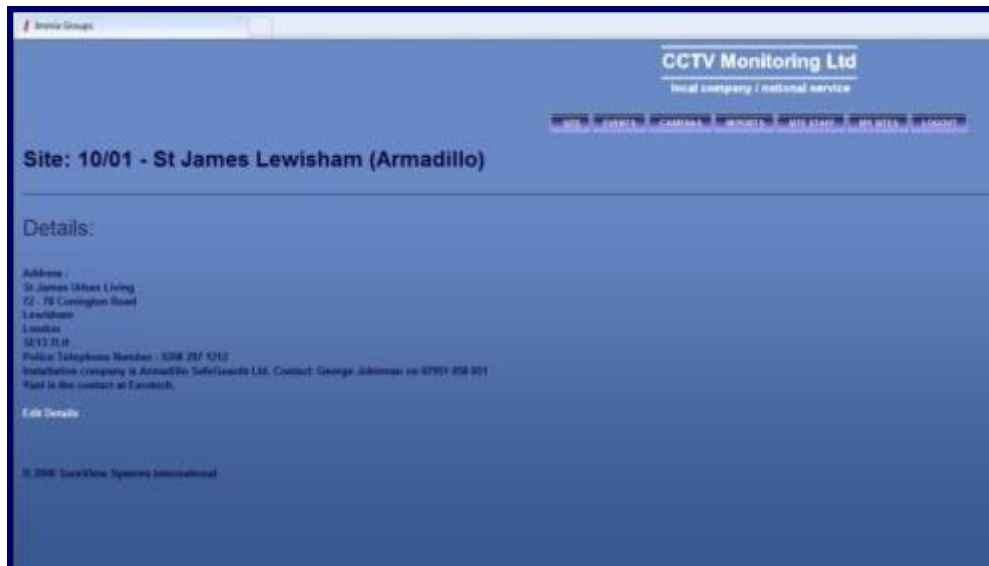


Simply click on the button of the area you wish to view. Remember once you have finished using the portal it is essential to log out, otherwise unauthorised people may be able to gain access to the information, changing essential details required by ourselves to secure your sites effectively.

/ Site /

If you haven't already done so, click on your sites name to continue to the sites home page. Here you will find all the details we hold for the site.

If available, a link to 'Edit Details' will be visible at the foot of the information. Should you need to change any of the information seen simply click this link and edit the desired text followed by the save button.



This is how the screen appears during the editing process. Remember the information shown here is exactly the same as is used by our monitoring staff when responding to threats on site.

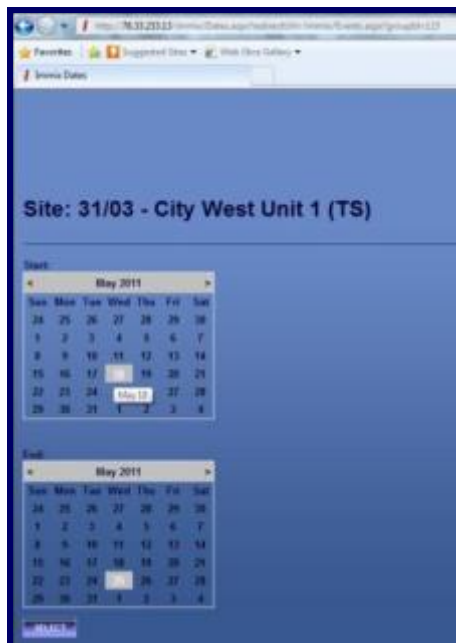
Please ensure that all the information is correct and that any changes made are accurate before saving.

/ Events /

The events area shows you every alarm received by our control room over a specific date range. Each alarm is shown in chronological order and includes the date and time the alarm was received along with the operator's explanation as to the nature of the event.



This is an example of a list of events which are produced by the software. Each alarm can be selected individually to view a more in depth analysis of both the trigger event and the action taken by our staff in response.



This is the screen presented should you require to change the date range from which the alarm report is shown.

To change the range simply click on the date from which you would like to begin the report in the top box, and when you would like it to end in the lower box.

Once you click select the software will automatically update the report to only show alarms received between the dates selected.

/ Alarms /

If you decide to view an alarm in more detail you will be presented with the alarms specific page. Here you will find a detailed report of the time the alarm came in, the action taken and the timescale on which this occurred. Below is an example of an alarm which may be received.

- Play all video
- 5/23/2011 6:54:42 PM: City West 1 alarm 1 - PIR detector -
- 5/23/2011 7:00:05 PM: Started processing by user
- 5/23/2011 7:00:06 PM: Camera Viewed : City West 1 Dome 1
- 5/23/2011 7:00:08 PM: Alarm acknowledged by user : City West 1 alarm 1 - PIR detector -
- 5/23/2011 7:00:27 PM: Finished Processing event : Environment/Weather

You are also able to view the specific alarm image received and listen to any audio warnings which were given. To do this simply click on the white text to bring up the relevant video or audio footage.

The screenshot displays a security system interface. At the top, it shows the site name "Site: 31/03 - City West Unit 1 (TS)". Below this, the event details are listed: "Event: 5/23/2011 6:54:42 PM". A list of events is visible on the left side of the interface, including "Play all video", "5/23/2011 6:54:42 PM: City West 1 alarm 1 - PIR detector", "5/23/2011 7:00:05 PM: Started processing by user", "5/23/2011 7:00:06 PM: Camera Viewed : City West 1 Dome 1", "5/23/2011 7:00:08 PM: Alarm acknowledged by user : City West 1 alarm 1 - PIR detector", and "5/23/2011 7:00:27 PM: Finished Processing event : Environment/Weather". The main area of the interface shows a live camera feed from "CAM 001". The camera view shows a brick wall on the left and a large, rounded, green bush or dome structure in the center. The interface also includes a video player control bar at the bottom of the camera view, showing a play button, a progress bar, and a timestamp of "00:00:00".

/ Cameras /

The cameras area of the portal gives you access to all cameras currently running on your site. The system gives only limited functionality and displays images in a highly reduced quality due to the connection available. We advise that should you wish to view the cameras live regularly the most efficient option is to install the CamControl software, a piece of software designed specifically for camera viewing. This is a free piece of software and offers both higher quality imaging and increased functionality (zoom, pan, tilt etc).



/ Reports /

The report functionality will provide you with detailed site specific reports. Including arm/disarm times, number of alarms, down time and average response times. These can be printed and kept for your personal records. They are also used by our staff to ensure that the service we are providing meets our high expectations at all times.

/ Site Staff /

The site staff area of the site gives our monitoring staff the details of all relevant members of staff on site, along with an order of preference for contact should an alarm event be raised which requires the response of a member of staff. The names and order can again be edited in the same way as the site information by simply clicking the edit link next to each name.

Please be aware these changes are also stored on our monitoring staff contact list and so any inaccuracies could cause a delay in response should a member of onsite staff not be contactable.



Name	Telephone	Call List Priority	
Kevin Whitmore	0157 256 767	1	edit
Richard Eble	0158 677384	2	edit
Liz Fawcett		3	edit
Web Admin User			edit



Site: 52/02 - Select Eaton Socon

Editing Staff

Full Name:

Address:

Telephone:

No Call List

Call List Priority:

The edit screen allows you to update any information we have on site contacts.

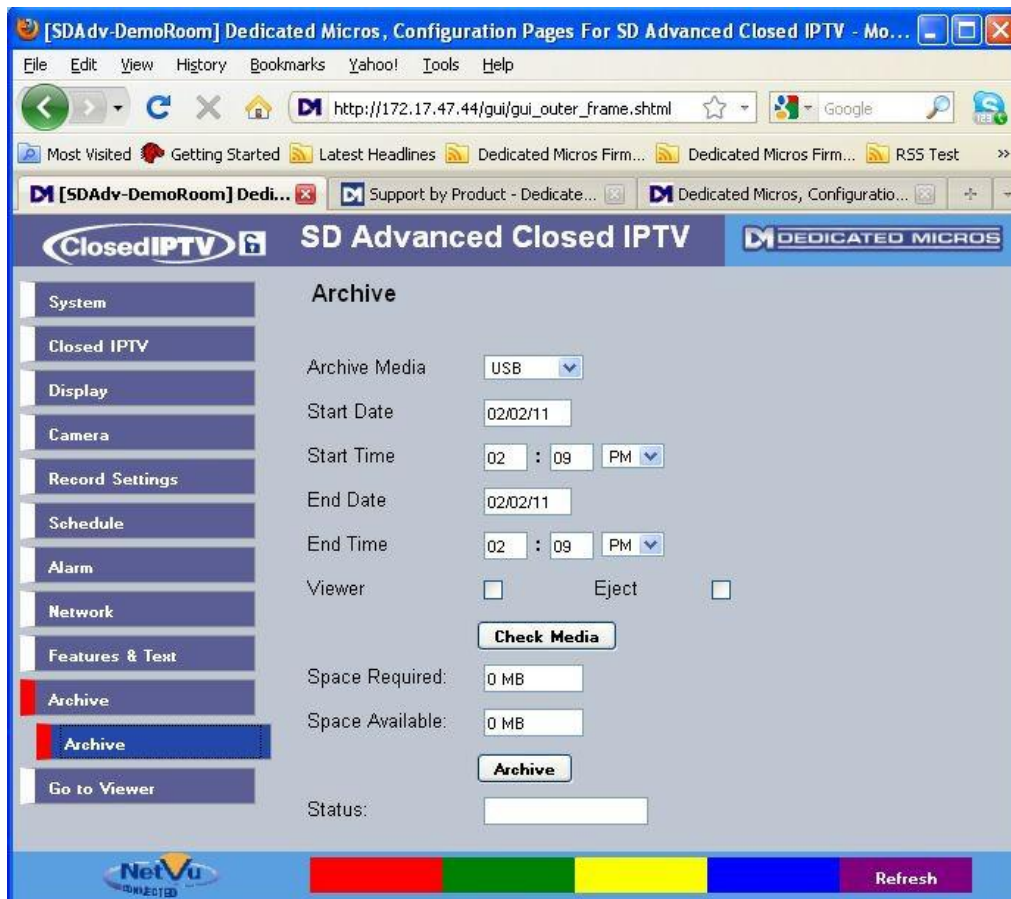
Once you have finished click the save button to ensure our system is up to date.

/ My Sites /

This area shows all the sites which you have access to. To gain access to any particular site simply click the name (in white) and you will be redirected. If you believe you should have access to a site which is not currently available please contact a member of our staff either by phone on 01484 454545 or alternatively email us at control@cctvmon.com.

/ Archiving Video (new DR) /

The SD Advanced provides the ability to archive a period of video to USB, CD-R or DVD-R via the configuration web pages. This is particularly useful when remote operators e.g. at an RVRC want to be able to archive video on a particular DVR for say giving to police. The video will be archived onto a USB stick or the CD/DVD writer of the DVR itself and so a local operator must be available to insert and remove the archive media.



- **Navigate to the Archive webpage**
- **Select the medium to which the video is to be archived.**
- **Enter the Start and End Date/Time.**
- **If the Viewer is to be included on the archive then check the 'Viewer' box.**
- **Insert the medium as required**
- **Select 'Check Media'**
- **Select 'Archive'**
- **When the archive is complete a message stating 'Complete' will be displayed within the 'Status' field.**

/ Installing Vista Smart Control Software /

Should you require the ability to log into your system elsewhere from a desktop PC you are able to utilise the Smart Control

Installation of Vista Smart Control

To download the latest software please visit <http://cctvmon.com/downloads.html> and select the 'software' option in the menu.

Once loaded, click on the '**smartcontrol_3.90_setup.exe**' file to begin the download. A security warning may pop up, click '**run**' to continue the download.

Once downloaded, follow the installation wizard to complete the installation.

Upon completion the programme will automatically load. To dial your site you need to set the connection up. To do this click on '**Dial**'.

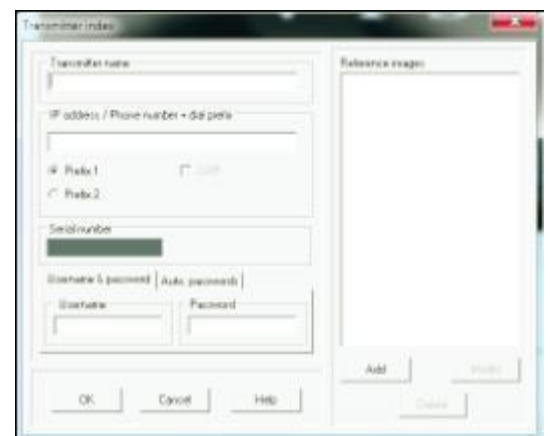
A box will pop up in which you need to press '**Add**' > '**Add Transmitter**'

A further window will pop up into which you need to add the following information:

Transmitter Name: Whatever Name you wish to give the site
IP: Site IP Address
Username: 'cust'
Password: 'tsuc'

Once the information has been entered click '**OK**'

Finally on the main page click '**Dial**' to dial the site up.



*Should you have any problems please do not hesitate to contact us on **01484 454545***

SSIP SAFETY SCHEMES IN PROCUREMENT
FOUNDER MEMBER

CHAS - The Contractors Health & Safety

CONTRACTORS HEALTH & SAFETY ASSESSMENT SCHEME
Certification Mark
www.chas.gov.uk

Assessment Scheme

Certificate of Accreditation

This is to certify that

CCTV Monitoring Ltd

is accredited within the Contractors Health and Safety Assessment Scheme (CHAS) having demonstrated compliance with and sound management of current basic health and safety legislation.


John Mukony
CHAS Scheme Manager



Valid until:
09th November 2011
020 8545 3838 - Verification
www.chas.gov.uk

/ Health & Safety Policy /

This policy statement is produced in accordance with the responsibilities of CCTV Monitoring under Section 2(3) of the Health & Safety at Work etc. Act 1974. Throughout this document CCTV Monitoring will also be referred to as Morgan Signs.

CCTV Monitoring considers that the Health and Safety of employees, visitors, contractors and members of the public is of paramount importance.

Directors of CCTV Monitoring are responsible for ensuring compliance with current legislation and company procedures and for organising, planning and providing sufficient resources for these requirements.

Through management at all levels CCTV Monitoring has a responsibility, so far as is reasonably practicable, to ensure the Health and Safety of all its employees while at work, and members of the public, visitors and contractors whilst on its premises and in accepting this responsibility will:

- Provide adequate control of the health and safety risks arising from work activities
- Consult with employees on matters affecting their health and safety
- Provide and maintain safe plant, equipment and vehicles
- Ensure safe handling and use of articles and substances
- Provide adequate information, instruction and supervision for employees
- Ensure all employees are competent to do their tasks, and to give them adequate training
- Prevent accidents and cases of work-related ill health
- Maintain safe and healthy working conditions
- Review and revise this policy as necessary at regular intervals

Signed :



David Forward
Managing Director
CCTV Monitoring Ltd

Date : 15 December 2010

/ CIS /

Unit 1a
Emley Business Park
Leys Lane
Emley
Huddersfield
HD8 9QY

Dear Sir

Re; Approved Supplier. / CIS.

Our understanding is that we do not require CIS certification on the following grounds. The Construction Industry Scheme (CIS) sets out special rules for tax and National Insurance (NI) for those working in the construction industry. Businesses in the construction industry are known as 'contractors' and 'subcontractors'. They may be companies; partnerships or self employed individuals.

The CIS applies to construction work and also jobs such as alterations, repairs, decorating and demolition. Contractors include construction companies and building firms and also government departments and local authorities. In fact any business spending more than £1 million a year on construction is classed as a contractor for the purposes of the CIS.

Our core business is concerned with the rental of CCTV equipment. We supply these systems on a temporary basis and do not alter the fabric of the building. We also do not charge you for the labour associated with the rental of the system. We as a company do not spend any amount of monies on construction and so for these reasons are considered exempt.

This may be confirmed by our accountants if required.

Yours sincerely



David Forward

Managing Director (07799 117080)



TO WHOM IT MAY CONCERN

Tel : (01484) 820000
Fax : (01484) 820011
E-Mail : mail@eastwoodandpartners.co.uk
www.eastwoodandpartners.co.uk

25 February 2010

Dear Sirs

Re: CCTV Monitoring Ltd

Acting as current Insurance agents on behalf of the above named company, we are able to confirm the following insurance is in force.

Employers Liability - Indemnity £10,000,000

Under a policy number SSR108925684 with Sutton Specialist Risks, underwritten by QBE Insurance (Europe) Ltd. Expiry Date 30th June 2011 inclusive.

Public & Products Liability - Indemnity £5,000,000

Under a policy number SSR108925684 with Sutton Specialist Risks, underwritten by QBE Insurance (Europe) Ltd. Expiry Date 30th June 2011 inclusive.

This information is up to date at the time of writing and subject to the terms, conditions and wordings of the individual policies. We trust this information is satisfactory for your purposes, though should you require anything further please do not hesitate to contact the writer.

Yours sincerely

Laura Marshall (Miss)
Account Holder
Email: lauram@eastwoodandpartners.co.uk

CCTV/TWIMC/CL

NORTHUMBERLAND HOUSE
NORTHUMBERLAND STREET
HUDDERSFIELD HD1 1DT
WEST YORKSHIRE

Registered in England No. 2360460

AUTHORISED AND REGULATED BY THE FINANCIAL SERVICES AUTHORITY

CERTIFICATE OF EMPLOYERS' LIABILITY INSURANCE (a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

1. Name of Policy Holder

CCTV Monitoring Ltd

2. Policy Number

Y026386QBE0110A

3. Date of commencement of insurance policy

15 March 2010

4. Date of expiry of insurance policy

30 June 2011

We hereby certify that subject to paragraph 2

1. The policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, Isle of Man, Island of Jersey, Island of Guernsey, Island of Alderney; or any offshore installations in territorial waters around Great Britain and its Continental Shelf (b) and
2. (a) The minimum amount of cover provided by this policy is no less than £5million(c); or
(b) The cover provided under this policy relates to claims in excess of £<> but not exceeding £<>
3. The policy covers the holding company and all its subsidiaries

Signed on behalf of QBE Insurance (Europe) Limited (Authorised Insurer)



Notes

- a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the names subsidiaries.
- b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- c) See regulation 3(1) of the Regulations and delete whichever paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

Important

Display will be satisfied if the certificate is made available in electronic form and each relevant employee to whom it relates has reasonable access to it in that form.

QBE Insurance (Europe) Limited, Plantation Place, 30 Fenchurch Street, London, EC3M 3BD - Registered in England No. 1761561. Authorised and Regulated by the Financial Services Authority - Registration Number 202842

/ The Data Protection Act & CCTV /

The Data Protection Act 1998 is based on the following Eight Principles:

Section 4(4) of the Data Protection Act 1998 places all Data Controllers under a duty to comply with the Eight Principles of Data Protection.

First Principle

Personal data shall be processed fairly and lawfully, and, in particular, shall not be processed unless

- a. At least one of the conditions of Schedule 2 is met, and
- b. In the case of sensitive personal data, at least one of the conditions of Schedule 3 is also met.

Second Principle

Personal data shall be obtained for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.

Third Principle

Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.

Fourth Principle

Personal data shall be accurate and, where necessary, kept up to date.

Fifth Principle

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

Sixth Principle

Personal data shall be processed in accordance with the rights of data subjects under this Act.

Seventh Principle

Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Eighth Principle

Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects.

For the full and detailed Data Protection Principles please visit www.cctvmon.com/data



Information Commissioner's Office
Promoting public access to official information
and protecting your personal information

018
DAVID FORWARD - MD
CCTV MONITORING LIMITED
UNIT 1A
EMLEY BUSINESS PARK
LEYS LANE
EMLEY, HUDDERSFIELD
HD8 9QY

26 November 2010

Data Controller Name: CCTV MONITORING LIMITED
Registration Number: Z1567200
Security Number: 10761307
For the attention of: DAVID FORWARD - MD

Data Protection Act 1998 - Confirmation of Renewal

We have renewed your entry Z1567200 and the new expiry date is **27 november 2011**.
A copy of the renewed entry can be found on the register of data controllers at www.ico.gov.uk

If you requested any amendments at the time of renewal they will have been processed seperately and confirmation may have been sent already or will follow under seperate cover.

NOTIFICATION DEPARTMENT



Notification Dept, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF
t: 01625 545740 f: 01625 545748 e: notification@ico.gsi.gov.uk w: ico.gov.uk

015

! WARNING !

The CCTV System installed at these premises has alarmed motion detection with real time audio warnings.

Please call the control room on 01484 454545 if you intend entering the site

You must be aware that any movement on site during live hours may be considered suspicious and the Police called, so please, never hesitate to contact us if you are at all in doubt.

Control Room 01484 454545 / 08000 349991

Fax : 01484 454546

Control Room Mobile : 07795 163 731

Please communicate any changes to the monitored service required by fax on 01484 454546 or email control@cctvmon.com

/ The Immix Control Software /



We monitor all our sites through the Immix Video Automation System. Immix is an open architecture software product which integrates a wide range of security systems, providing central stations with a single point of control for diverse hardware configurations and to support developing customer needs.

Immix integrates seamlessly with on-site video alarm systems including video analytics and presents the central station operator with detailed alarm information. All video images and operator actions are recorded for later assessment and review. Interactive Video Monitoring (IVM) is an advanced technology-based monitoring service that uses CCTV surveillance systems in conjunction with other alarm event detection or access systems to offer the client a complete security solution.

The system allows audio communication to be run in conjunction with the cameras, giving our monitoring team the ability to issue warnings on site. This simple ability prevents the majority of intruders from even attempting to enter site.

Immix can receive any alarm event that includes GPS coordinates. The location of the alarm is displayed in a real time mapping interface as part of the overall alarm event.



/ Keypad Instruction /

Entering

Upon entering the site you are required to disarm the site. To do this enter the code into the keypad. The lights will change so that **BOTH THE RED AND GREEN LIGHT ARE ON.**

Leaving

When leaving the site the system will need to be armed. Again enter the code, this time **THE GREEN LIGHT WILL TURN OFF LEAVING ONLY THE RED LIGHT ON.**

RED AND GREEN ON = SITE DISARMED

RED LIGHT ONLY = SITE ARMED



DISARMED



ARMED