



CCTV Monitoring Ltd

www.cctvmon.com

USER GUIDE // IMMIX WEB PORTAL

**A complete guide to using the Immix
Web Portal to review your site**

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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 keyholders when necessary.

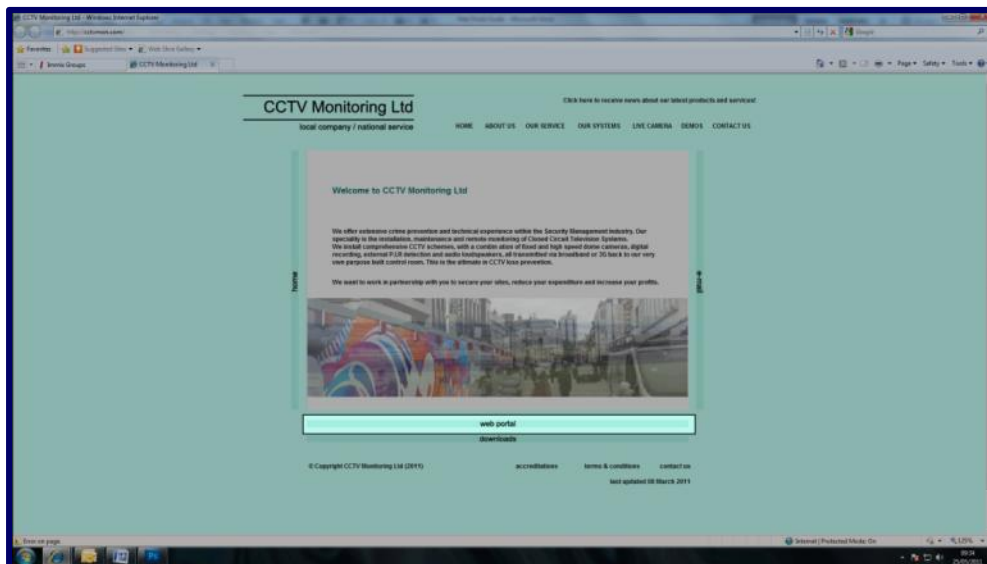
immix



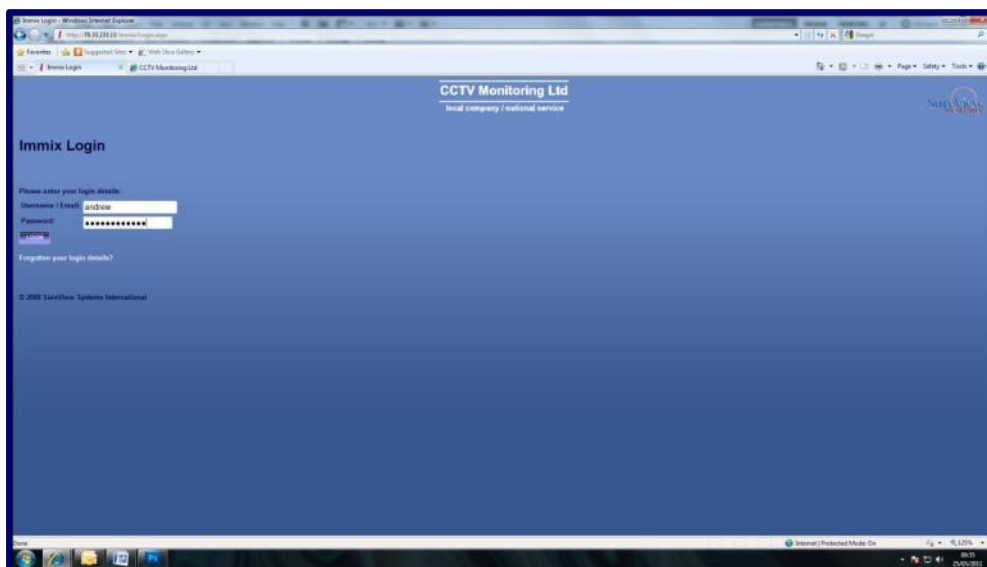
SureView
systems

/ 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 be presented with the welcome screen and the message

“Hello John Smith 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.

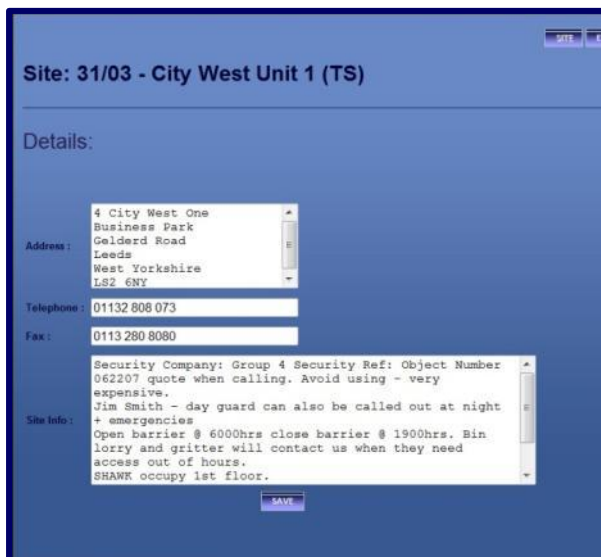
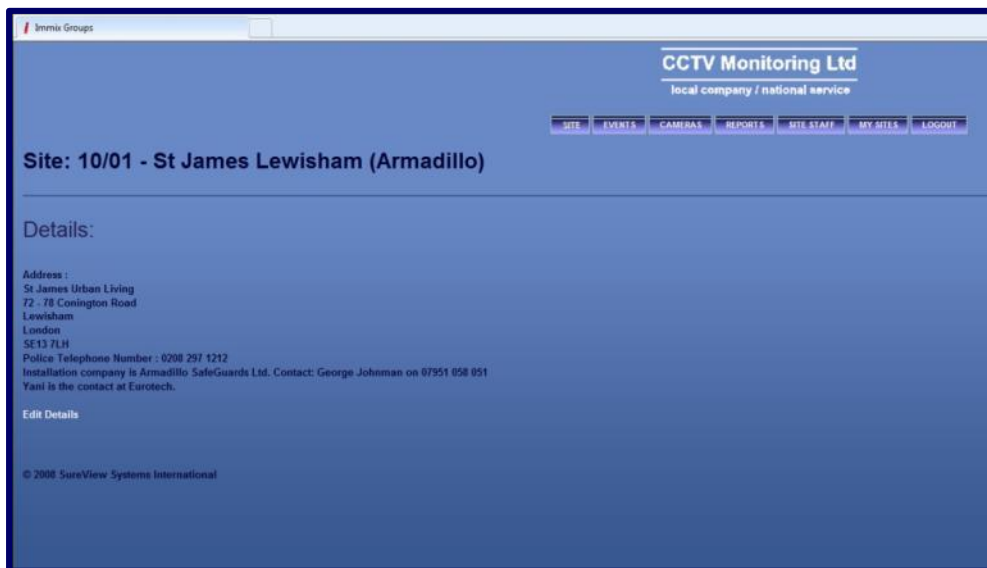


Simply click on the button of the area you wish to view. **Remember once you have finished using the portal it is essential to log out, otherwise unauthorised people may be able to gain access to the information, changing essential details required by ourselves to secure your sites effectively.**

/ 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.

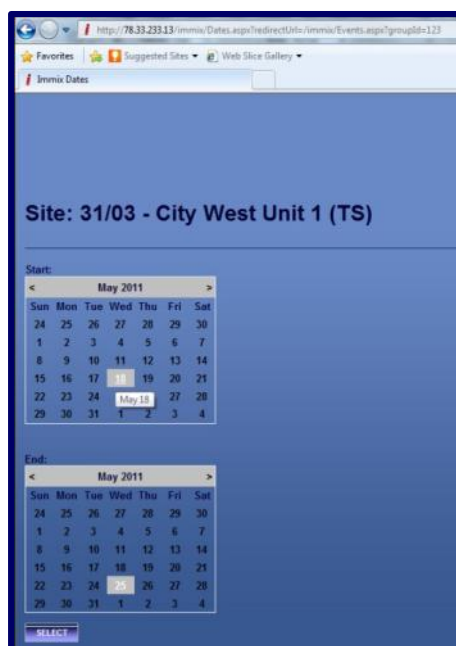
Please ensure that all the information is correct and that any changes made are accurate before saving.

/ 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.

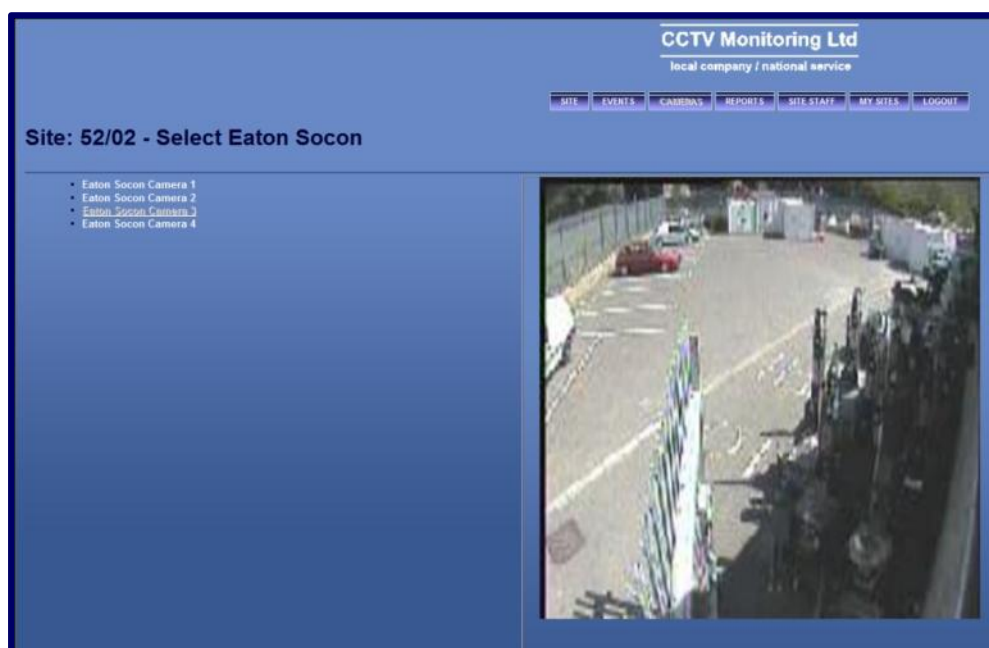
- Play all video
- 5/23/2011 6:54:42 PM: City West 1 alarm 1 - PIR detector -
- 5/23/2011 7:00:05 PM: Started processing by user
- 5/23/2011 7:00:06 PM: Camera Viewed : City West 1 Dome 1
- 5/23/2011 7:00:08 PM: Alarm acknowledged by user : City West 1 alarm 1 - PIR detector -
- 5/23/2011 7:00:27 PM: 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 web-based security interface. At the top, there are navigation tabs: SITE, EVENTS, CAMERAS, REPORTS, SITE STAFF, MY SITES, and LOGOUT. The main heading is "Site: 31/03 - City West Unit 1 (TS)". Below this, the event is identified as "Event: 5/23/2011 6:54:42 PM". A "BACK" button is visible. A list of events is shown, including the alarm event and subsequent actions. To the right, a video player window is open, displaying a camera feed labeled "CAM 001". The video shows a brick wall and some greenery. Below the video player, there is a playback control bar and a timestamp: "Alarm raised From: 5/23/2011 6:54:40 PM To: 5/23/2011 6:54:53 PM".

/ 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 /

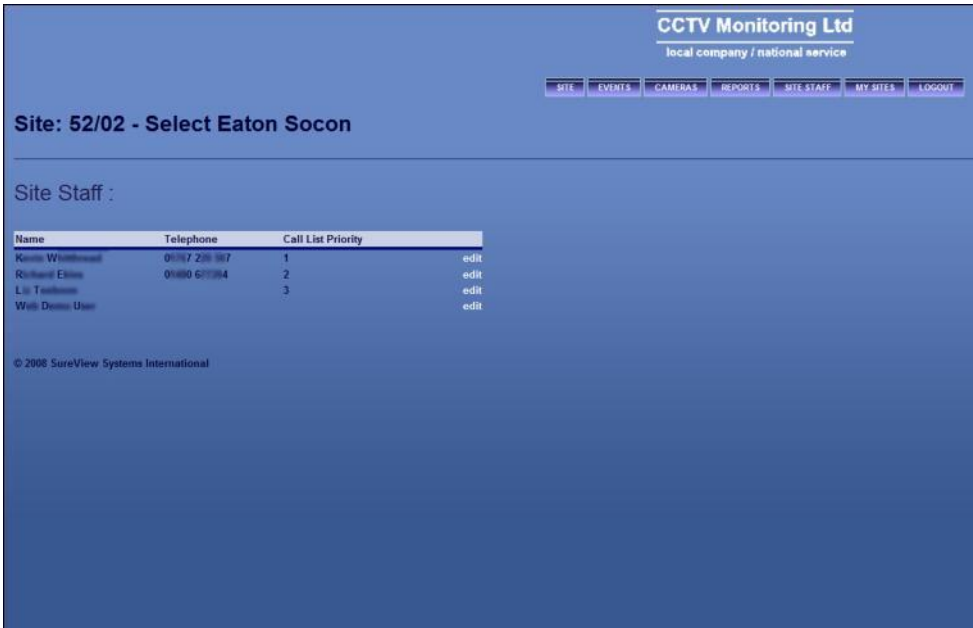
The report functionality will provide you with detailed site specific reports. Including arm/disarm times, number of alarms, down time and average response times. These can be printed and kept for your personal records. They are also used by our staff to ensure that the service we are providing meets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



CCTV Monitoring Ltd
local company / national service

SITE EVENTS CAMERAS REPORTS SITE STAFF MY SITES LOGOUT

Site: 52/02 - Select Eaton Socon

Site Staff :

Name	Telephone	Call List Priority	
Karen Whitbread	01927 239 987	1	edit
Rochelle Elms	01880 677384	2	edit
Liz Taitheam		3	edit
Web Domain User			edit

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Site: 52/02 - Select Eaton Socon

Editing Staff

Full Name :

Address :

Telephone :

On Call List

Call List Priority :

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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.

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systems



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