

Videofied Video Verification

A Guide for Central Monitoring Stations



videofied®

Made by RSI VIDEO TECHNOLOGIES

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Glossary

Video Verification - The central monitoring station operator can see what caused the alarm activation through a video clip that is delivered with the traditional alarm information.

AES - Advanced Encryption Standard

Automation Software - Software used to process incoming signals from alarm receivers.

Hybrid integration - A partial integration between Frontel and the central stations Automation Software. The workstations will be required to have a Frontel client software installed to view the video.

Full integration - Automation software handles the presentation of the alarm video clip to the operator.

Frontel - The name of the Videofied Receiver software as well as the proprietary protocol for Videofied products.

Receiver - A server at a monitoring station that accepts the alarm signals and sends them to the Automation platform.

GSM - Global System for Mobile Communications. AT&T and T-Mobile are the cellular providers in the USA and Canada. The only internationally accepted cellular communication format.

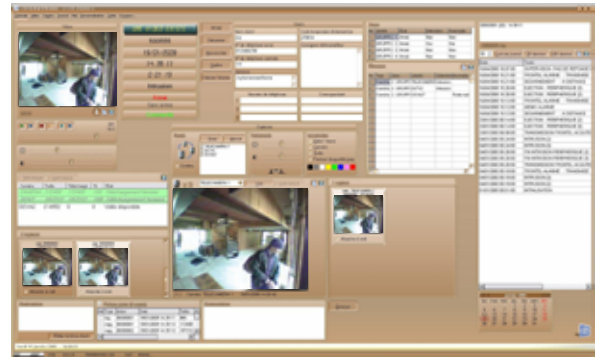


What is Videofied?

The Videofied system is a fully functional alarm system that verifies the alarm event by sending a video clip to a central station equipped to monitor these systems. Videofied offers a complete standalone system with keypads, sirens, door contacts and other peripherals and can be completely wireless to install. Provides Video Verification of alarm events which:

- Improves police response by creating a higher priority event with the best opportunity for an arrest.
- Reduces false alarm dispatches to Law Enforcement by providing additional information about what triggered an alarm condition.

Integrated with many automation systems and video management software.



Secure Wireless Communication

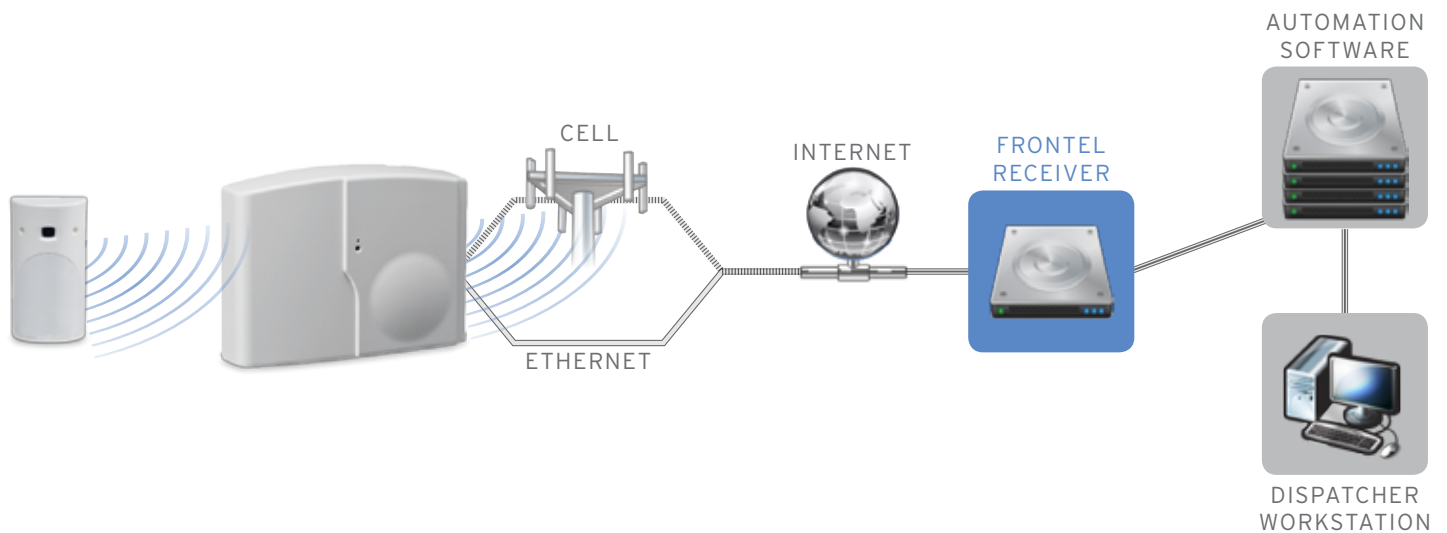
- 128 bit AES encryption between the panel and the devices with continuously changing, dynamic encryption keys
- Military-grade, spread spectrum prevents radio jamming and interference
- Bidirectional, error-checking RF communication
- AES encryption and three step authentication between the panel and the central monitoring station



How does it work?

While the control panel is armed the PIR detects motion and the camera takes the 7-10 second clip. This information is sent to the Videofied control panel and the control panel sends the alarm along with the video information to the Frontel Receiver server at the Central Monitoring Station where the receiver passes the alarm information to the automation software for processing by the operator.

Videofied support two kinds of integration with the automation software; a Hybrid Design or a Full Integration. Contact your automation provider for details.



System Architecture

Videofied alarm panels communicate over either GSM Cellular or Ethernet to the Frontel server installed at the central monitoring center or other hosted environment. Either method can be designated as the primary signal path to the monitoring center. Signals are received over the Internet with a configurable TCP port, 888 by default. The Frontel receiver manages the communication between the alarm panel and the central station automation system.

All alarm information is passed to the automation software through a monitored TCP connection. The automation software distributes the alarm for handling to the operator workstations.

Full Integration - The Frontel alarm receiver passes all alarm signals directly to automation. The automation platform then allows the dispatcher to handle and view the alarms without requiring the Frontel Alarm Viewer software installed on the workstations.

Partial/Hybrid Integration - The Frontel Alarm Viewer must be installed on each dispatcher workstation and the workstation must be configured and have access to the Frontel receiver on TCP Port 5432. There is no limit to the number of workstations. When an alarm signal with video is received at the workstation, the Frontel Alarm Viewer will launch. The Alarm Viewer will automatically launch the video clip for the event. The actual video clip is stored and archived on the Frontel receiver server in a database.

Frontel Receiver Server Specifications

Minimum Hardware Requirements:

- 2.4 GHz Dual Core Processor or better
- 8 GB RAM
- 250 GB HDD

Minimum Software Requirements: Frontel is compatible with a Virtual Environment

- Microsoft Windows Server 2003R2 or newer

Suggestions:

- Raid HDD configuration
- No antivirus / local firewall
- Redundant Power Supplies
- Partition or additional 'Data' drive

Port information

Alarm receiver - TCP - 888 (customizable)

Frontel to automation software - TCP - 1556 (customizable)

Workstation to Frontel - TCP - 5432



Video Alarm Handling Procedures

When an alarm is received at the workstation, and a video clip is available, it will be presented in a new window for the operator to view and interact with alarm information.

Videofied recommends adoption of best practices as developed by PPVAR (Partners for Priority Video Alarm Response).

- ✓ View the first video to see if you can determine the cause of the alarm.
- ✓ View and follow all customer instructions.
- ✓ Follow action plan based on the threat level:
 - **Threat Level 3** - Human activity is observed or appears to have taken place, and suspicious or possible criminal activity is taking place, appears to have taken place or appears about to take place.
 - Immediate dispatch on human activity Threat Level 3
 - **Threat Level 2** - Human activity is observed but there is no discernable suspicious or criminal activity and no apparent criminal activity is about to take place.
 - ECV on Threat Level 2
 - **Threat Level 1** - No human activity is apparent.
 - No action required if you can tell what caused the alarm



It is important to work with the dealer and end user to make adjustments as required to insure proper communication and understanding of the process.



Training

Information on training can be found at training.videofied.com or contact training@videofied.com

Support

Visit www.videofied.com for more information the Videofied concept, products and applications.

Visit support.videofied.com for troubleshooting, manuals, specification sheets and installation sheets.

Tech Support	877-206-5800 opt 45	Available 8am-5pm CST
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Sales Support	877-206-5800 opt 15	Available 8am-6pm CST
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