

## VOLTEC SERVICES CCTV SYSTEMS – YOUR QUESTIONS ANSWERED

- Will the cameras be able to record in the dark?
  - Yes, all cameras we provide have infrared lighting on board which allows cameras to capture low light or no light footage. There are limitations to the capabilities of each camera and sometimes additional regular lighting is required to assist getting the desired results.
- Will the cameras be vandal resistant?
  - All external cameras we provide have vandal rated housings and mountings typically made of aluminium. This is usually the case for indoor cameras as well, though occasionally we will provide non vandal resistant cameras for indoor purposes if they are out of reach. We also make sure that all external cabling is protected by conduit and fittings which are glued to prevent tampering or damage.
- Will the recordings tape over themselves?
  - Yes, we calculate hard disk space based on the number of cameras and the needs of the client and their insurer. Typically 1 month is necessary. After 1 month of recordings is reached the oldest recordings are recorded over, a whole month of the newest recordings will be available for viewing.
- How much recording time will we get?
  - Once again this is dependent on the hard disk space. A rule of thumb to go by is 1 Terabyte per camera per month for a 5 Megapixel camera. So 6 cameras will need 6 Terabytes for a month of recordings.
- Will our recordings be backed up?
  - Typically they will not have a back up. What is recorded is on the hard drives within the recorder. If a back up is required then we can give you this option by having a separate drive which will act as a copy. This can be located in the same room, another room, another building or remotely dependent on your company policy or specific requirements.
- Will I be able to use this footage to prosecute offenders?
  - CCTV footage falls into 3 categories – Detection, Recognition and Identification. Identification is the highest quality and detail of these. All have specific guidelines which determine what category they fall into. In most cases, identification is required to prosecute an offender. Identification will require a shot of their face with a minimum size. The best locations to get such shots is doorways and the camera must be mounted ideally 15 degrees above the subject.

- Is there anywhere we shouldn't put a camera?
  - By law we cannot put cameras in toilets or change rooms. We cannot film a neighbour's premises. There are software settings to deal with items we do not wish to record if the camera is placed where it will inadvertently pick up a neighbouring property or items causing motion that does not need capturing.
- Can I view the footage from my phone?
  - Yes, typically we set this up for all of our clients unless their policy states otherwise. To do this we will need a network connection with an internet service provided by the client. The mobile phone application is set up on any apple or android phone that is relatively new. This can also be done over 4G style mobile network instead of a wired modem though it is less common and more expensive.
- Can I view the footage from the web?
  - Yes, we can add this option if requested. This will require us to set up port forwarding on your modem to allow remote access. You would then open up a browser on the remote computer and once the username and password is accepted, the cameras can be viewed. We would generally need access to the modem password to complete this. For a larger enterprise network we can liaise with your IT professional if you prefer.
- Are the cameras waterproof?
  - All of the cameras we install have an IP rating suited to the application. For outdoor cameras this would mean they can withstand heavy rain and moisture. Voltec Services also uses a dielectric grease on the connector pins to prevent burnout of contacts from humidity.
- Are you licenced to complete these works?
  - Yes. We hold a company security licence for advising and installing security systems. We also hold individual security licences which requires clear police criminal history checks. We also hold ACMA cabler licences with endorsements for data, coaxial and fibre optic cables which allows us to install compliant systems.
- Do you provide follow up service?
  - Yes, we provide maintenance plans for the upkeep of your equipment based on the specific needs of the installation. This maximises the chances of the recordings being useable when they are needed most.
- Whats the best place for a recorder?
  - Typically in a lockable cabinet in an air conditioned location not accessible to the public. This prevents moisture and humidity affecting the electronics and prevents tampering by unwanted persons.
- Do we need to have an air conditioned room to house the recorder?
  - It is advisable and will extend the life of the recorder and other equipment. If this is not possible a fan is helpful and moisture traps can also be of assistance. There is some recording equipment rated to heat and humidity for special applications where required.
- Can a security monitoring company have access to the recordings to prevent callouts?
  - We can set this up as an option if requested. This would require an internet connection and port forwarding of the modem. The security monitoring company would get a login and can view the cameras at regular intervals or when there is an alarm from the security system. This means that the cost of security manpower callouts can be dramatically reduced.

- Can I get alerts to my phone for specific events?
  - Yes this can be done quite easily and controlled from the mobile application. This usually take some consultation about what you want to monitor or achieve from the notifications so it doesn't become just another beeping noise that gets ignored.
- How long does the cabling last?
  - Cabling done correctly will last for many years without noticeable degrading. Being done correctly means installed to the ACMA cabling rules, free of electrical interference, physical damage, excessive heat and moisture. We are also certified installers of Belden products. We can provide an optional a 25 year warranty for these installations if required.
- How long is the warranty on the equipment?
  - Typically a minimum of 12 months to 48 months dependent on the brand. Each brand will be recommended based on the budget and site requirements. Extended warranties beyond 48 months are available on some select products.
- Do we need surge protection and battery back up?
  - It is a recommended option to have surge protection and battery back up for these products. This protects the electronics from power fluctuations and blackouts. The battery backup allows the system to keep record for a short period after the power goes out and be of great benefit in break in situations. The cost of a basic unit is relatively low for the protection it provides. These units vary in price with the level of protection they provide.
- Can the cameras connect to our existing data network?
  - Yes, this is possible if required. Sometimes this is done to save on costs of running a new network. We need to assess the quality of the network cabling and equipment for suitability to make sure it can handle the additional traffic and does not affect your current operations. We can provide this assessment and configuration or work with your preferred IT provider to complete this setup.
- Can we keep the old cables and upgrade the system?
  - Yes, this is possible. If the cost of replacement of older style black coaxial cables is not feasible, we can install a hybrid system which usually gets much better resolution out of the cameras and keeps costs down. This is reliant on the cabling being in reasonable condition and free from sources of electrical interference.
- Can the system do number plates?
  - Yes. This however is a very specialised option and typically not included in normal systems. These cameras are typically more expensive, must be specific to the purpose and mounted close to the vehicle driveway. Additional software is also required. In good lighting conditions we can get number plates from normal cameras mounted much further away however we do not guarantee this.
- Can the system do people counting and heat mapping?
  - Yes. This is also a specialised option with specific software and configuration requirements. This can reap great benefits for businesses to analyse client metrics.
- What sort of warranty do you offer and what does it cover?
  - We offer 12 months warranty on the workmanship and installation of equipment. We pass on the full manufacturer warranties to our clients. If the manufacturer's warranty needs to be exercised a service call will be due while we diagnose the issue and deal with the warranty claim on your behalf. Our standard terms and conditions take precedence and provide more detail on this subject. These are available with the quote and on our website.

Please note:

Each system is a little different and we endeavour to make yours specific to your needs in the most effective way based on functionality and budget.

Please get in contact with us if you would like any further options or clarifications on your proposal.

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