

Serving Florida's Homes & Businesses since 1979 with Security & Fire Systems that you can depend on!



Call 800-229-6693 today for purchase information. License# EF0000020 [www.HPIsecurity.com](http://www.HPIsecurity.com) / [www.HPIfire.com](http://www.HPIfire.com)

## Video Security System Management

Will your  
Video Security  
System be  
ready &  
working when  
you need it?



### HPI Security is on your staff!

When you subscribe to HPI's Video Security System Management & DVR Health Monitoring Services\* we keep a close eye on your Video Security System and report to you:

- » **HPI Daily Monitoring:** Day & Night still images from each camera are captured to compare for changes Hard drive health, Recording errors, System operation, Video Loss, and Power Loss is flagged and reported directly to our service department.
- » **E-mail reports** (daily, weekly or monthly) on the operation of your systems can be sent directly to you or just select notification of critical health alerts
- » **Log-on** to our monitoring web site and see the health of all you DVR's on one site to verify that your cameras are working properly.
- » **Visual Check-up:** An emailed report will be sent to you each month including screen shots to reassure you that the service is being performed.
- » **Video Take-off Services:** HPI will perform video downloads of incidents that you request and make them available to you or police investigators.
- » **Annual On-Site Check-up:** HPI will send a technician on-site System Check-up, Camera Cleaning and re-focusing, replacement of Back-up UPS Batteries.
- » **Priority Service:** You will get a call the next business day offering service repairs at your earliest convenience. If you add the Extended Service Plan (ESP) when your system is installed all parts and labor during normal business hours are covered. If we see a problem though our System Management Services HPI's Service Manager can just schedule the repair without you needing to approve any additional payment.

\* Requires commercial Grade DVR with HPI's Video Security System Management Services Reporting Software built-in.

HPI's DVR Health Monitoring is a web-based service with email reporting designed to give you peace of mind in knowing your entire video surveillance system is working properly.

HPI's Service Department keeps a constant check on camera images, system health, alarm history, or the remaining recording space on your video recorders. All your surveillance system's information is at your fingertips with e-mail and SMS notifications of critical alerts, periodic system operation summary e-mails, and an online portal to view advanced reports.



Call 800-229-6693 today for purchase information. License# EF0000020 [www.HPIsecurity.com](http://www.HPIsecurity.com) / [www.HPIfire.com](http://www.HPIfire.com)

## DVR Health Monitoring Service

With HPI's DVR Health Monitoring, determining if your surveillance system is working properly is easy and painless. You can be as involved with the management of your surveillance system as you want. Schedule e-mail messages to be sent to you on a daily, weekly, or monthly basis with overviews of your recorders' operation. Receive alerts, via e-mail or SMS, of critical events which may affect the performance of a system. Log in to HPI's DVR Monitoring web site to see detailed system reports or review day and night images from your cameras to verify that their view has not been obstructed or altered. Never worry about the reliability of your surveillance system again, with HPI's DVR Monitoring the answer is only a click or e-mail away.

HPI's DVR Monitoring provides the tools to help you understand and maintain your security system better.

### Critical Alerts

Define critical system events for recorders and receive e-mail or SMS notification any time one occurs.

### Alerts

View in-depth reports for all your recorders detailing:

- Hard drive health
- Recording errors
- System operation

### Average Recording Duration

Set the number of minimum days of video retention and receive notification if this standard is not satisfied.

### Day / Night Images

Camera day / night image reports are updated daily and can be reviewed for image quality or compared to saved reference shots.

### Scheduled Reports

Receive automatic e-mail reports periodically updating you on the health of your systems.

### Device History

View detailed reports on the alert history of any recorder.

The screenshot shows the HPI Security web interface. At the top, there's a navigation bar with 'My Reports', 'My Alarms', 'My Devices', 'My Subscribers', and 'My Account'. A red banner at the top of the main content area says 'You have four devices that require immediate attention!'. Below this is a 'Critical Alerts' table with columns for Product, Serial, Model, Subscriber, and Status. The table lists two devices, both with 'Error Message' alerts. A 'Summary' section shows statistics: Total DVRs (47), Total DVRs with no Alerts (29), Total Critical Alerts (4), Total Warning Alerts (2), Total Recommended Alerts (12), and Premier Subscriptions Expiring in 90 days (0). A pie chart visualizes the alert counts. Below the summary is a 'Day / Night Report' section with two camera images: 'Camera 1 - Day' and 'Camera 1 - Night'. At the bottom, there's a footer with the HPI Security logo, contact information (800-229-6693), and a brief description of the company's services.