

Access Control • Fire Alarm • CCTV • Intruder Alarm • Communications • Networked Systems

## **SERVICE BULLETIN SENT TO ALL LIVE MAINTENANCE CUSTOMERS**

You are receiving this service bulletin as you are on our database as a possible administration contact for a site on which we maintain a CCTV Surveillance system.

**Please read the important info below regarding the recording integrity of your CCTV system. Please forward this to any relevant personnel/system operators.**

We have noted from talking to system operators, that regular checking of playbacks is not always taking place. Our engineers test all aspects of recording during the 6 monthly Preventative Maintenance inspections carried out as part of any ongoing CCTV maintenance agreement you have with us, but, as with any electronic system, the critical elements should always be checked regularly. If this is not carried out, and a failure occurs, it is likely that you will not discover this until our next inspection, or more seriously, when attempting to retrieve images of a site incident.

We would therefore suggest the following checks to be carried out on a daily or at least weekly basis:

- View a small amount of playback on each camera. This check can normally be carried in a minute or so.
- Check the night vision on each camera by viewing out of hours recordings. Again, this usually takes a minute or so once in playback mode and will identify the failure of any lighting that the cameras are dependent on. It may also identify any focus issues caused by lighting changes affecting the depth of field on auto-iris cameras.
- If required, check to see that you are achieving the desired recording time period i.e. 2 weeks/1 month. Please contact us at [service@fidelityintegrated.com](mailto:service@fidelityintegrated.com) for image retention guidelines if required.

Discussing these regular checks is already a part of our system handover and preventative maintenance checklists, so please do not hesitate to ask our engineers to go through the procedures with you when they are on site.

Hopefully the above simple checks will negate the possibility of any incident recordings being unavailable.

As usual, should you have any queries whatsoever, please do not hesitate to contact us at the Service email detailed above.