TECH NOTES
FROM THE BLACK CREEK SERVICE TEAM

Volume: One   Number: Four

Date: December 9, 2015

Subject: Black Creek Digital Video/CCTV Alarms

By now, many of our Black Creek Touchscreen Control Systems customers have upgraded their original Black Creek System to include Digital CCTV Encoding, Display and Recording.

While the Digital CCTV Systems produce any number of alarms (depending on your facility's Video Management System (VMS) Software), if these alarms are ignored it can lead to loss of video recordings and therefore severely impact ongoing investigations that require recorded video footage. History has shown that many of these alarms are being silenced and/or ignored, with recording system problems not being either recognized or forwarded to the proper personnel for further investigation/action.

Depending on your facility's VMS Software, Digital CCTV System Alarms may or may not be annunciated on your Touchscreen Consoles. However, with all of our currently supported VMS Software suppliers, Alarms are available to the Digital Video Workstations (if properly configured in the VMS Software).

Regardless of the alarm structure or annunciation locations at your facility, in an effort to eliminate the impact of lost video recordings to your organization, it is important that a plan be formulated on how your facility will handle the CCTV System Alarms. Monitoring, interpretation, response, and follow-up actions should all be included when putting your plan together.

With many of Black Creek's Digital Video Systems, equipment and software can be added to provide email alerts to selected staff members using your existing email addresses. This notification could be a key component in your facility's CCTV alarm response action plan by providing the appropriate personnel with the information needed to properly understand when CCTV alarms are present and respond accordingly. Proper and consistent response will reduce or eliminate the issues that accompany loss of video recording.

The Takeaway
Regardless of your VMS Software supplier, proper monitoring and system awareness is mandatory to ensuring the continuity, integrity and availability of your CCTV recordings. For information concerning the alarm annunciation capabilities of your existing system, or to request a quotation to expand these capabilities, please contact Black Creek's Service Department at 205.949.9940.

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