

MONITORING CENTER VIDEO VERIFICATION

Application Note

INTRODUCTION

Monitoring Center Video Verification allows monitoring center operators to view live or recorded video from system cameras only in the event of an emergency. This feature helps monitoring center operators make faster, better-informed decisions when determining whether to deploy emergency personnel to a customer's home or business.

PROGRAMMER REQUIREMENTS

For an operator to access Video Verification, the Dealer Admin programmer should confirm that the following is true:

- In Dealer Admin, in Settings > Dealer > Monitoring Center Video Verification, Allow Monitoring Center Video Verification is turned ON, a Time Window and Video URL Auth Type are selected, and a SecureID has been created.
- In System Information, Cameras & NVR is turned ON, Monitoring Center Video Verification is turned ON, and the Verification URL is generated.
- The Verification URL has been sent to the monitoring center operator.

If these requirements have not been satisfied, contact the Dealer Admin programmer. To learn more about each process, visit [Dealer Admin Help: Configure Video Verification](#).

ACCESSING VIDEO VERIFICATION

Dealer Admin programmers or monitoring center operators can enter the URL into the monitoring center's automation software, assigning it to an action plan which automatically opens the Video Verification page in a web browser for the operator when the system is in alarm.

If the operator attempts to view the Video Verification page when the system is not in alarm, they are taken to a page that displays the message: **The selected system is currently not in alarm. Please verify the URL or try refreshing this page.**

Time Window

Access is restricted to the **Time Window** set in Dealer Admin by the Dealer Admin programmer. It can be configured for up to 60 minutes. The operator can identify how much time is left by looking at **Verification Time Limit**, listed under the title of the live camera view. When the Verification Time Limit expires, the operator is returned to the **System is Not in Alarm** page.

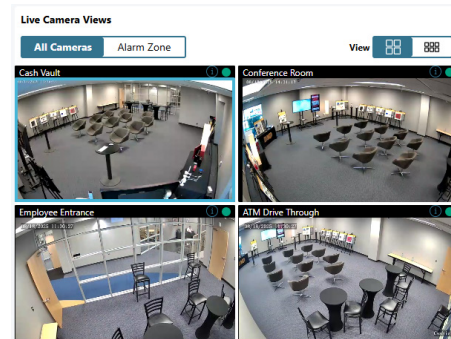
FEATURES

Dealer Information

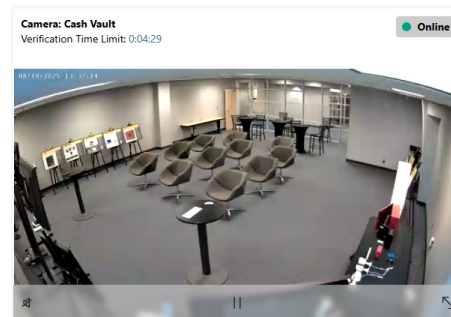
The operator can verify the dealer the verification screen is associated with by looking at the top right corner. Listed are the customer name, the Dealer Account Number, and the time of the last alarm.

Live Camera Views

All connected cameras can be viewed in **Live Camera Views**, as a small or large gallery. Selecting **Alarm Zone** allows the operator to view the cameras which have experienced tripped zones. Hovering over a camera allows the operator to see the **Camera Description** established in Dealer Admin.

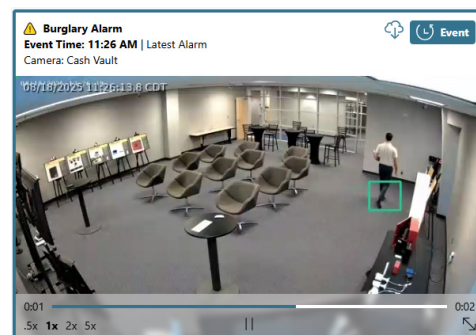


Selecting a camera causes the live view to be displayed in the lower middle section of the screen, where an operator can enlarge, pause, or mute it.



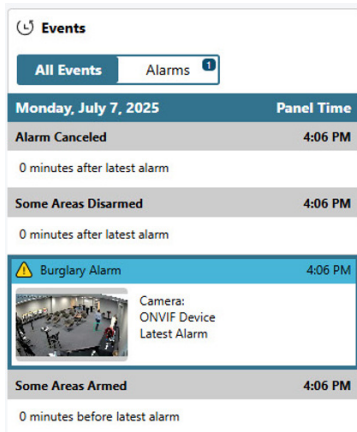
Clip View

On the verification screen, a clip of the inciting incident that triggered the alarm is displayed in the middle of the screen. The operator can review, pause, speed up or slow down, expand to full screen, and download the clip. They can also select the **Event** button to locate the inciting event in the Event Log.



Event Log

All panel events captured by the camera are documented in **Events**, including detections. Each event is reported with the time of the event and number of minutes after the latest alarm. The operator can scroll through **All Events** to see the entire event history, or select **Alarms** to see the specific event that triggered the alarm.



2-Way Audio (XV Gateway Only)

2-Way Audio allows an operator to trigger live audio from the Video Verification page for systems connected to an XV Gateway. If an ONVIF compliant IP-based audio device is installed and configured alongside one of the XV Gateway cameras, when a system is in alarm, an operator can communicate to the area the audio devices are located in using live audio broadcast or pre-recorded audio messages.

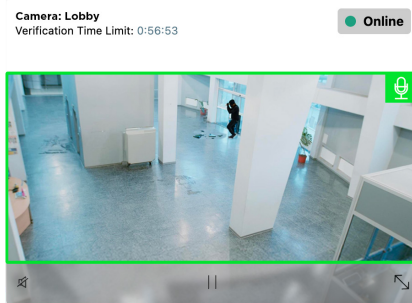
Press to Talk/Press to End

When selected, the Press to Talk button allows you to talk directly through the speaker.



The banner across the screen beneath the buttons turns green, and displays **Microphone ON**. A green border also appears around the live view of the currently selected camera, indicating which audio device is actively streaming.

When Press to end is selected, the banner is gray, and displays **Microphone OFF**, and the green border does not display. Audio does not transmit during this time.



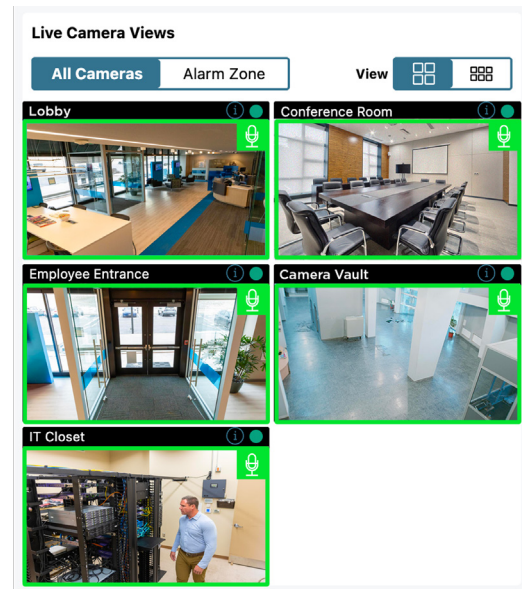
Select All/Unselect All

When Select All is selected, the audio transmits through all audio devices associated to the system. A green border appears around all cameras with connected audio devices.



When Unselect All is selected, **Press to Talk** and **Audio Clip** functions only broadcast through the camera currently being monitored.

Audio Clips



When Audio Clips is selected, a pop-up appears, displaying four pre-recorded audio messages. Select **Play** to broadcast the message through one or all audio devices (dependent on whether **Select All** is selected).



The audio messages available include the following:

- **Trespassing Warning** — “You are trespassing, please leave the area. This area is under video surveillance, and you have been recorded.”
- **Loitering Warning** — “You are loitering in an unauthorized area. Please leave immediately or the police will be contacted.”
- **Generic Instruction** — “Warning, you are under video surveillance. Please leave the area immediately.”
- **Emergency Warning** — “Attention: please evacuate the area immediately.”



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