

TECHNICAL UPDATE | FEBRUARY 2021**SecureCom Video™ Performance Improvements**

In January of 2021, a number of 4000 Series cameras were reported to be unable to stream live video. The majority of these cases were on AT&T or Comcast networks. In some cases, AT&T or Comcast had recently sent the customer a new router or modem, while others were new installations. Typically, these cameras were able to record and post clips and snapshots without issue, but live view was not functioning properly.

Effective February 11, 2021, SecureCom Wireless has made several back end improvements to restore live view for certain problem sites. These updates require no changes to cameras that are online today or that will be placed online in the future. Additionally, there are no updates to Virtual Keypad™ app Virtual Keypad browser, Dealer Admin™, or Tech APP™.