



Information for Alarm Users

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Audio and Video Verification



What is audio and video verification? When utilized in an electronic security application, it allows the monitoring center to either "hear" or "see" into the protected premise to determine if an intruder is present.



Are there different types or methods of audio verification of which I should be aware? Yes, there are three (3) major methods being utilized in the market today:

1. Listen-in Audio: When a security device has been activated, such as a door contact or motion detector, etc., the listen-in device is also turned on to allow the monitoring center to hear what is happening at the protected premises.
2. Two-Way Audio: A hands free communication session takes place between the alarm user and monitoring center to assist in determining the cause of an alarm activation in the protected premise. This method is most commonly used with the alarm user's keypad.
3. Impact Activated Audio: Sounds are transmitted to the monitoring center from the protected premise by an audio sensor, which is capable of hearing the sounds of an actual intrusion as it is taking place. This is different from the listen-in capability in that no other security device needs to be activated for this technology to function.

Can you explain how video verification works? Video is typically transmitted to the monitoring center when another security device in the protected premise has been activated. It is often used to determine who (if anyone) is at the protected premise when the premise is breached. It has also been effective in outdoor applications where audio verification and other technologies are not as effective.

How much coverage will I be able to get from the audio and video verification technologies? This will vary depending on the application. It is very important that you provide a clear understanding to your security provider exactly how much coverage you expect for your premise. A good security consultant will take the time to review your specific needs and suggest system designs best suited for you.

Why are we hearing more and more about audio and video verification? Legislators, law enforcement officials and false alarm reduction units are searching for answers to solve the false alarm problem. Verification can play a key role in reducing the number of unnecessary calls to public safety agencies. It is important that the consumer understand all the technologies available to them.

Will audio and video verification solve my false alarm problem? These technologies have proven effective in reducing the number of calls to public safety, but it may not provide the total solution. At least 80% of all false alarms are caused by the user. This problem can be drastically reduced with proper system design and a consciously applied training program between the customer and the security provider.

Are there any other benefits to audio and video verification technology? The biggest benefit to the customer with this technology is that it allows the monitoring center to provide additional information to public safety, which can lead to the apprehension of intruders.

