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SecurePro Technologies, LLC

[www.secureprotech.com](http://www.secureprotech.com)

## The Art of Maintaining your CCTV System

The CCTV system you rely on is just not performing like it did when it was first installed. “

The cameras look “fuzzy”, the DVR doesn’t give me as much recording time, and I’m concerned about updates for my DVR, etc.”

These are among the most common concerns your likely to raise with respect to your system. Like any mechanical devices, your CCTV

system needs some attention from time to time. To keep the system running at peak performance, and to ensure you get the video evidence needed, when you need it, we recommend following the manufacturers recommendations, along with a few of our own gained from experience.

**First**, pay attention to these newsletters and our website for software

updates. Many DVR’s are windows based systems and need the periodic Microsoft Updates that your desktop gets. We will have links for these on our website. and its length.

**Secondly**, keep your DVR free of dust and debris. Sorry, out of sight, out-of-mind isn’t the right answer here

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## PROBLEM SOLVER: Night Vision...On A Budget

When you hear night vision, you probably think of the images coming from Iraq or other military campaigns with infrared lenses and lights.

While this is great for the military, businesses typically don’t need that level of investment. Most “infra-red” cameras are great for close-up applications, for example, under 40-50 feet. To get night images further than that, Infrared illuminators can be added (long range) but at considerable cost. Another option is always

to add more lighting to a field of view.

However a third and preferred option exists. It utilizes a high-resolution Bosch Day/Night fixed camera with an aspherical Tamron Infrared lens.

These specialty lenses are designed to filter out un-necessary “noise” and re-focus the infrared range of lights that exists, naturally.

Ever have a camera that looks great during the day, but appears out of focus at night? You need an IR

lens. This solves the problem and provide slight to moderate improvement.

However, if you are really serious about low light images, try a Tamron special IR lens on the Bosch 495 series Dinion camera! You will swear your looking through night vision goggles, and best of all, the bad guys won’t even know it’s there!

More expensive than regular cameras, the value and ROI is still tremendous!



*"Tamron uses special coatings to ensure IR lenses provide no visual distortion during nighttime hours!"*

## CCTV Updates

### Tamron Lenses Added to Product Mix

SecurePro is proud to announce the addition of Tamron to our exciting product offering.

One of the premiere manufacturers of quality optics, Tamron has a wide array of solutions to fit CCTV applications.

One of the solutions we are very excited about is the IR Aspherical lenses.

The lens is carefully

ground out to the furthest edge to ensure a crystal clear view throughout the picture area.

Tamron is also one of the leading manufacturers of IR lenses. Tamron's multi-layer coating is designed to prevent light fall-off in the IR range. This eliminates ghosting and "flare" (i.e. fuzzy) normally associated with low light conditions.

In addition to being an outstanding product line, Tamron is even an environmentally conscious company. Tamron uses no lead in it's products, and has also eliminated the harmful toxin from all soldering. That's a claim other lens makers can't make!

Inquire about how a new Tamron lens might be of benefit to your situation!

### Intellex... Vulnerable to Virus or Worms?



*Intellex is well protected against viruses if basic precautions are followed.*

Intellex has a very limited vulnerability to attack by computer viruses and worms. Most viruses and worms take advantage of standard data communication applications like email applications and web browsers to attack a computer. Intellex runs a dedicated application and all communications through the network use a proprietary interface to that application. When an Intellex is used for its

intended purpose: When used for its intended purpose, **there is almost no chance of virus infection.** This is due to the fact that although Intellex in reality is very similar to a standard PC, it is not used at all like one.

1. There is no email access, no Web browser, and scarcely any access to the desktop.
2. There is no file sharing. There is no web browser

nor is there any access to World Wide Web sites.

3. The user has restricted access to the Windows desktop which prevents installation of other computer programs.
4. There is no file sharing which prevents access to the file system.
5. The Server and Messenger services are disabled.



### IP CCTV...

IP based solutions are everywhere. Even many phone systems today are IP based. But what about your security cameras: Should they be switched?

In most cases, NO. Like so many electronic products, prices have dropped the past few

years. However, they still have a way to go to make that ROI look good.

As a general rule, IP are still about double the price of a standard digital camera. You can get cheap ones, but you'll pay in the end. IP is relatively new to CCTV and unless

you're truly educated about the differences, you can get burned.

Bosch has some great solutions and American Dynamics recently acquired a manufacturer of NVR's, but still a bit away.

(More on page 4)



## New Product Showcase!

### Software House Access Control

SecurePro is proud to announce the addition of Software House Card Access to the solution mix.

For years, Software House has been a leader in Access Control solutions. Many of the nation's most critical infrastructures and companies count on Software House to protect against threats of all types.

Software House, long known as a very dependable and relatively simple Access Control integration, recently introduced the C-Cure9000.

"Software House is known

to play well with its older systems. This makes upgrades, additions and remodels much simpler than with some other systems," stated Eric Stinson, Director of Sales & Marketing for SecurePro. "Our focus at SecurePro has always been to add value for our customers. Software House fits nicely as it's a very high quality product, and is a perfect fit with Intellex from American Dynamics."

As a fully factory trained and authorized Software House dealer, SecurePro is the right provider to take care of

all your access needs.

From the largest government complex, hospitals, universities and industrial facilities to the small one or two-door office suite, Software House has a solution for you!

Already have SW House installed? **SecurePro will take care of all your service needs**, even if it's still under warranty!



Check out the new integration with Simplex Grinnell Fire Panels!

# SOFTWARE HOUSE®

## Access Control Updates

### Kantech, Software House, Bosch

Typically this area will be reserved for special updates, critical announcements or other related news with regard to Access Control. However, since Software House is new to us, and Bosch and Kantech don't have any critical updates currently, we'll take this space to share with you (briefly) some of the ways our customers utilize Access Control.

Office access is number one. The need arises to control who's coming in

and out of the office. Perhaps turnover is such as keying is too expensive.

Secondly, daytime protection. The professional office doesn't want everybody just walking in, so they ring a buzzer and can then be allowed in via a remote switch.

Third, time and attendance data is collected. No longer are employees having to clock in, they simply swipe-in.

Fourth, only critical rooms such as IT and Security offices are controlled. The general office is open but access to these areas is controlled.

Fifth, cameras can't cover the entire (warehouse) area, for example. Drivers had "free reign" prior to card access being installed.

Finally, reports generated at the touch of a button make administrative tasks a breeze.



*"Pricing on Access Control has come down to where it makes sense in areas where once it was considered impractical."*



*A transition box such as this Bosch may be just what you need to span the technology gaps!*

(Continued from page 2)

## IP...Wireless...Traditional Cameras, Which is Right?

AD recently purchased Trident Tek. Trident is a manufacturer of Network Video Recorders (NVR's) and provides good synergy with AD. AD intends to make big inroads into IP based video solutions in the years to come.

During Fall of 2007, AD introduced VideoEdge. Utilizing the same

compression that Intellex offers, VideoEdge transitions your existing cameras into IP based, able to record remotely onto an NVR.

This transition is something Bosch is already doing well.

Bosch is armed with several NVR/DVR combo boxes that span the gaps

between yester-year, today and tomorrow.

Priced comparably with other quality DVR's, they offer both IP and BNC connections. If your IT is telling you now is the time, then one of these "transitions" may be right for you.

## Check UPS!

*Fires have been caused by faulty or overloaded UPS'. Please take time to follow your manufacturer's recommendations today!*

Uninterruptible power supplies are an integral part of any computer system. From IT, POS to probably every desktop in your office, to the CCTV and Card Access system at your facility, probably every computer or

electronic device is plugged into one.

But when is the last time you checked it?

Manufacturers of this critical piece of protection for your investments warn users to check and

replace the batteries regularly. But I bet you haven't even thought about yours!

Check with your manufacturer and follow the advice...just be sure you don't void UL ratings!

## Q & A

### You Ask... We'll Answer

*Email Your Questions to: [info@secureprotech.com](mailto:info@secureprotech.com)*

*And don't forget you can now submit service requests directly from our website and get an immediate case number!*

One thing very important to SecurePro is keeping in tune with customers needs. This section takes questions either asked of our Tech's in the field, or emailed to us and provides the best answers possible to sometimes simple, and otherwise difficult and challenging questions.

**Q #1: Do I need to "reset" my DVR ever?**

A: While quality DVR's

are meant to run continuously, they are still electronic and should be "reset" or turned off then on again once a month or so.

**Q #2: Should cameras "lose focus"?**

A: Even the best quality, finest tuned camera will lose focus after a period of time. Low level vibrations that we cannot feel will even cause them to go

"fuzzy" after a bit. We recommend calling for a tune-up once you notice the problem to ensure usable video evidence when needed.

**Q #3: What about all these "cheap" cameras you see advertised?**

A: We all like cheaper. However those are almost never UL listed (law in OR, WA) and use far more DVR storage than good quality cameras.

## CCTV System Maintenance, continued from page 1

So often a system is installed and left to “do it’s thing”. The DVR should be opened and cleaned free of dust. This allows the fans to keep the hard drives at peak temperature. Too much dust can cause the drives to “crash” prematurely.

Third, your PTZ (moving) cameras and Matrix switches need periodic updates for (software) firmware. Manufacturers make upgrades and “fixes” to components that should be installed at least annually.

Fixed cameras periodically lose focus. Low level vibrations which

are inherent in most buildings and other environmental factors make the camera fuzzy. A quick adjustment to focus, gain, iris control and field of view can make the camera as good as new.

Fifth, your components get dirty. Primarily cameras, they need to be cleaned with a cloth approved for optics. Bugs, bee’s and other debris can make their way into even environmental housings and can cause a camera to short out. 15 minutes per camera once or twice per year can prevent video unnecessary video loss.

Sixth, check the voltage getting at each camera. This can be done once every year or two, but voltage drops as a result of new equipment loading your service, etc. can cause damage to your cameras not covered by warranty.

Finally, you should periodically evaluate each camera’s field of view. As equipment and aisles are moved, far too often the camera is forgotten, until an event happens and is missed due to poor placement. Be proactive!

The old adage, an ounce of prevention is worth a pound of cure is certainly true here.



Properly maintain your CCTV system.

## [www.secureprotech.com](http://www.secureprotech.com) Delivering Value...Efficiency

SecurePro rolled out the new website this past Fall, and is packed full of useful information for existing as well as prospective customers.

The biggest reason for the upgraded site is to deliver value to every customer. “We needed a vehicle to deliver product updates and vital information to customers in a manner that was both fast, efficient, and easy for the customer,” explains David Annus, SecurePro’s General Manager. “We also wanted to create an

easy way for customers to report a service call, have it auto-log into our system, and track it through to completion.”

The site does all of that, and more. It also sends the customer a confirmation back of the service call, complete with service ticket number.

“We’ve created a “virtual paper trail” adds Mike Schaffer, Installation/ Service Manager for SecurePro. “Depending how detailed the customers reporting is, our Tech(s) can go to any site

and have a good idea of the problem, before even arriving. It’s easy to see how this can save both the customer and SecurePro time and money!”

SecurePro invites you to visit the website periodically. Updates critical to your system are posted for easy download, as well as other useful information such as new solutions that may be of benefit to you and your organization.

### **Currently Hiring!**

If you or someone you know is looking for a sales or technical position with a fast paced, rapidly growing company in the exciting field of electronic security, please visit our website and check under “Careers” for current openings. We have 3 positions currently and invite professionals to apply.

- Outside Sales Position  
Portland**
- Outside Sales Position  
Seattle**
- Technician  
Oregon/SW WA**



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We're on the Web!  
See us at:  
[www.secureprotech.com](http://www.secureprotech.com)

## New Security Signs / Decals Available

SecurePro created a new design for security signs and decals and unveiled them this past Fall.

Designed to provide maximum deterrent with limited (visual) interference, the new signs address concerns regarding awareness of CCTV.

Many signs state "All Activities Recorded by CCTV". This is largely inaccurate, and can potentially put your organization at risk.

The new SecurePro signs fix that problem by stating "All Activities May Be Recorded". Small details can make a huge difference.

Signage and stickers are provided to existing customers free of charge. Receive yours by emailing to [service@secureprotech.com](mailto:service@secureprotech.com), or calling (503) 674-2613 today.



### About SecurePro...

SecurePro Technologies is a leading regional electronic security integrator. Based just outside Portland, Oregon, SecurePro is a factory direct and certified dealer

of some of the leading CCTV, Card Access and Intrusion systems in the world.

Founded in 2003, SecurePro has quickly

become synonymous with quality, professional service, outstanding value, thorough design and implementation.

A true Vendor Partner!

