

Information for Customers with CCTV Systems

System Operation

When your CCTV system is installed, the Firsteye engineer will demonstrate how to use the main functions of the system. Once you have been shown how to use the system, Firsteye recommends that you check the system is operating and recording correctly on at least a weekly basis. The day to day operation of the system is your responsibility once it has been installed.

Viewing Footage

If you are having any difficulty viewing footage, using remote access or downloading and saving footage, please contact Firsteye and we will send you our step by step user guides. You should download and save any footage of events that you wish to keep onto a USB/memory stick as soon as possible after the event. Firsteye are not responsible for any loss of footage that has not been downloaded and saved.

Internet and Network Viewing

If you have a system viewed via a network and you experience problems with your internet or wifi connection, it is very important that you **DO NOT PRESS THE RESET BUTTON** on your router, as this will wipe out all the configuration settings for viewing your CCTV cameras. You can attempt to rectify the problems by turning your router off and on again, providing you do not press reset. If the router is reset, you will need a reconfiguration which will be chargeable, costs starting from £60+vat depending on the type of system you have. Firsteye will arrange for the reconfiguration as soon as possible, but are not responsible for any loss of remote viewing access at any time.

If you change internet provider, a reconfiguration will also be required, again chargeable as Firsteye is not responsible for any loss of configuration settings caused by the change in provider. Any loss of footage or viewing access is not covered by your 12 month guarantee or annual service contract, if caused by any of the above, as these situations are beyond Firsteye's control.

System Maintenance

Your system is guaranteed for 12 months from the date of installation. Mechanical and technical faults are covered, but please note that accidental damage is not covered. Problems operating your system or accessing footage which have been caused by the customer altering menu settings without consulting a Firsteye engineer are not covered and will incur a callout charge if the settings cannot be reset remotely. Any alteration of camera positions or angles required after the system has been signed off and accepted by the customer will also incur a callout charge. Once the initial guarantee period has expired, Firsteye recommend an annual service as essential to maintain the continued functioning of your system. The service includes a clean and function check of all cameras, DVR formatting check, installation of available software updates and further advice on getting the most out of your system as well as extending the guarantee on all parts installed by Firsteye for another 12 months.

If unsure about any aspect of your system, please contact Firsteye for advice on the best solution, tel. 0113 2288599 or email paul@firsteye.co.uk.

