

SureView Definitions

Planned Site Activity (PSA): A PSA is a scheduled event where staff will be on the site during monitoring hours. PSA's can also be defined as arming of a site during non-monitoring times.

Dispatchers/Monitors: team members.

Virtual Guard Station (VGS): The VGS (also referred to as VGS2, VGS3 & VGS4) is a phrase coined by Pro-Vigil, Inc. to refer to units manufactured for mobile security.

Pan, Tilt, Zoom (PTZ): cameras that can be positioned or zoomed remotely.

Thermal: cameras that see areas of heat through smoke, darkness or heat-permeable barriers

High Definition (HD): a high degree of detail in an image screen.

License Plate Recognition (LPR): camera system that takes pictures of license plates as they enter and/or exit a site.

Alarms (aka Pre Alarms): Software detected site activity.

Event: A group of alarms that is received by the monitors.

Relays: encompasses sirens, strobe lights and voice recording playback that are installed on a Virtual Guard Station.

Previous Events: A SureView audit record of all generated alarms that have been previously recorded.

Current Events: A SureView record which captures the monitors work in real-time.

Arming/Disarming: Used to disarm/arm a specific camera or entire site.

Notes: Important site information or note that can be documented and available to view by the monitor processing an event for a site with any added notes.

Site Checks: A site check, which captures real-time activity.

Manual Patrol: A site check, which captures real-time activity creating an site event record.

Parked Event: An event set aside by a monitor for a set amount of time

Pulse: Monitors health of unit/cameras.

MultiView: Pulls up all site cameras

Raise: The action of escalating an event to the next monitoring level or Tier.

Site Details: Site address and emergency contact numbers. May also include customer site information.

Call List: Includes name and phone numbers of staff available to contact.

Site Staff: Includes name, contact information, email and password for a specific worker that is associated to the site. May also include a photo of the worker.

Maintainer: Person who created the customer's site within SureView.

Arming Schedule: Customers monitoring schedule.

Audit Event: a tab available to monitors/operators to record and document any important notes and information of the event being processed. Also includes additional fields to record when the client or emergency services like Police were dispatched.

Scripts: An SOP or standard operating procedure that can be included for sites with specific instructions and protocols. Used to ensure a procedure is followed by operator processing an event for a site with an added Script.

Alarm Icons


Red Alarm bell: represents a detected alarm on site. This icon is clickable and will play a recording within the event playback screen. Includes date, time of detected Alarm and unit/camera number.

 5/31/2017 6:43:40 AM MDX769 Camera 1 Alarm

Blue figure: documents the monitor/operator processing the event, along with the Reps name. Includes date and time event started to be processed.

 5/31/2017 6:50:32 AM Started Processing by Etcherla Srinu

Red camera: represents when a camera was viewed. Includes the date and time of when the camera was viewed, along with the unit/camera number. This icon is clickable and will play a recording of the specific camera reviewed within the event playback screen.

 5/31/2017 6:50:42 AM Camera Viewed MDX769Cam1 camera (1)

Black camera: a recorded audit trail of the exact time when an alarm clip was played within the event playback screen. Includes date and time.

 5/31/2017 6:50:45 AM Viewed audit media '1/1 PreAlarm Attached (Clip 1)'

Green check mark: a recorded audit trail of when a detected alarm within the "Alarms" tab was reviewed or acknowledged.

 5/31/2017 6:51:07 AM Alarm acknowledged : MDX769 Camera 1 Alarm


Yellow caution symbol: represents when a camera or device is experiencing a software related issue.

 5/31/2017 6:51:09 AM Device: MDX769Cam1 camera (1), Action: Stop Live Camera, Message: Worker closed unexpectedly [IMMIX-DEVICE1]


Black star: records the event of when the siren/strobe is manually triggered within the Relays tab. Includes date, time and alarm unit number activated.

 5/31/2017 6:51:50 AM Relay X-310-i Web Controller (MDX769) relay (1) set to On

Black & White checker Flag (Outcome): Documents when a monitor/operator selects an outcome or judgment for an individual alarm within a generated event.

 5/31/2017 6:51:45 AM Outcome "2 - Person seen" set for alarm at 5/31/2017 6:43:40 AM

Arrow: represents when a event was escalated or "Raised" to the next monitoring level or Tier.

 5/31/2017 6:51:55 AM Event raised to Tier 2 Pre-Dispatch

Black & White checker Flag (Event Finished): Documents when a monitor/operator makes a final judgment and selects an outcome of the generated event.

 5/31/2017 6:54:54 AM Event finished : 3 - Staff No Notification -