



AWAKE ALWAYS



NASSCOM
MEMBER



FIRE AND SECURITY
ASSOCIATION OF INDIA

24x7 Support: 1800 270 8888

SMS "Zicom Care" to 58888 or email: zicomcare@zicom.com

www.zicom.com/care

© Copyright 2016

ZiWATCH

CCTV

Monitoring

SERVICE

USER MANUAL



System Health
Management



Virtual Security
Guard
24x7x365*



Intrusion Alert
Notification*



Remote Backup
Of Images *



Co-ordination
With Service
Provider

*Service exclusive to the Gold Pack



20+ years of experience and expertise



Winner of several prestigious awards

The only brand that



Acts as a Virtual Security Guard 24x7x365*



Takes prompt action in case of an emergency*



Stores images on a remote server from time-to-time*

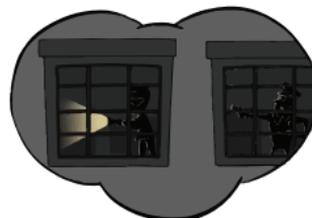


Sends daily SMS and email alerts about system health



Proactively informs the service provider in case of system breakdown

*Service exclusive to the Gold Pack



VSG kit identifies an intrusion



The Zicom Command Center is immediately alerted



The local police and you are informed of the intrusion



System Requirements

- CCTV Camera with power supply
- Network DVR
- Internet connection with static IP (at least public or WAN IP) with min 512 speed and above
- Router

VSG kit is an add-on kit required for the activation of Gold Package. This kit is required to identify human intrusion at the premises which in turn will help video verification/alert management.



The VSG kit serves as a virtual security guard, who keeps a vigilant eye on your premises, 24x7x365



The VSG kit alerts you in case of an intrusion on your premises



The footage can be used for video verification/alert management

The VSG comes with a 1-year warranty.

You need to pay a Security Deposit of Rs. 5000/- for the VSG kit and **the same will be refunded on returning the VSG kit by placing a formal request.**

01. Do I need to mandatorily take an AMC from Zicom if I need CCTV Monitoring Services?

No. You are free to continue the services from your existing service vendor.

02. What is Virtual Security Guard (VSG) kit? Why is it required?

VSG kit is an add-on kit required for the activation of Gold Package. This kit is required to identify human intrusion at the premises which in turn will help video verification/alert management.

03. If I have an existing alarm panel installed, do I still need to purchase a VSG kit?

Yes, you will need to buy the VSG kit for the Gold Package, as your existing alarm panel may not be efficient for the services.

04. What is the warranty period of the VSG kit?

One year.

05. Can the Gold package be opted with my existing alarm kit/panel?

No. The VSG kit is required for activation of Gold Package.

06. What is the basic hardware set-up required at my premises to start/avail the services?

We monitor analog CCTV system only. You need to have

the following:

- CCTV Camera with power supply
- Network DVR
- Internet connection with static IP (at least public or WAN IP) with min 512 speed and above
- Router

07. Will Zicom provide network (internet) to customer?

Zicom will facilitate the arrangement for internet. Payment and billing will be directly by the internet service provider to the customer.

08. In case of an intrusion, to how many people will the SMS alert be sent?

SMS alert shall be sent to two people designated by the customer.

09. Can I get web access to my account to check reports on my own?

Yes. Web access will be given once the service is activated.

10. Can I downgrade from Gold to Silver package? If yes, what is the process and terms?

No. At this point we do not have this facility.

11. Can the service complaint be sent only to the service provider, without disturbing me?

Yes, we can do it based on your instructions. But we would advise you to be notified as well.

12. What is the lead time/SLA to get connected?

Immediately, if the site is ready with all pre-requisites and payment receipt. It will take two days, if an engineer needs to be sent and an IT partner needs to be involved.

13. Can I do it myself? Will you offer online support?

Yes. Online support will be provided.

14. Will you interact with my service provider and take responsibility of his service?

Yes. We will take extra care. But we cannot be held responsible for your service provider's service.

15. Can I upgrade from Silver to Gold Package at a later date? If yes, what is the process and terms?

Yes, you can upgrade to the Gold Package. You need to buy a VSG kit and pay the differential sum for the service.

16. Do you provide insurance compensation in case you fail to foil robbery?

Currently, it is not a part of the offering. Whenever we

introduce this scheme, we will inform you.

17. If I shift my premises, can I get a closure or refund?

We do not have a policy of refund. We can help you reconnect to the service at a nominal fee of Rs. 500.

18. What are the payment options?

You can make the payment in any of the following ways:

- Online, through our website: www.zicom.com/care
- Cheque in the name of: Zicom SaaS Pvt. Ltd.
- NEFT - Beneficiary Name: Zicom SaaS Pvt. Ltd., Bank Name: ICICI Bank, Account No.: 054405006696, IFSC Code: ICIC0000544, Branch: Andheri East, SEEPZ, MIDC.

19. Do you accept cash payment?

No. We accept only cheque and online payments. Even in case of a site engineer visit, Rs. 500 needs to be paid by cheque or online payment.

20. How do I pay since I am an enterprise customer?

You can pay by cheque in the name of Zicom SaaS Pvt. Ltd.

21. How do I purchase the required hardware?

Hardware can be purchased through online payment from Zicom Care's website or through our authorized dealers.

22. If there is a system failure, which may need changing of spare parts, what will be the procedure?

1. In warranty: The engineer will visit the premises. If the hardware is from Zicom, he will check for faults and deliver the spares/replacement within 7 working days.

2. Out of warranty: The engineer will visit and will submit the quotation for the faulty part. On payment, material will be delivered and engineer will replace the part.

23. Do all the products for replacement need to be purchased from Zicom?

If you are not under Zicom's comprehensive AMC, we will not replace the products.

24. What are the other services provided by ZICOM Care?

- ZIMAN
- ZIWATCH
 - a. CCTV Monitoring
 - b. Fire Alarm Monitoring
 - c. Attendance Monitoring
 - d. Intruder Alarm Monitoring
 - e. ATM Monitoring
 - f. Vehicle Tracking and Monitoring
 - g. Customer Footfall Counting
- Make Your City Safe

25. If I am not satisfied with Zicom's service, can I get a refund?

We do not have a policy of refund. You may sign up for 6 months and experience the service and then decide if you want to continue or discontinue.

26. How many months' record will be maintained?

Image record is maintained for a period of 7 days.

27. What kind of alerts can I get through this service?

- Camera video loss alert
- Hard disk recording error alert
- Hard disk recording failure alert
- Network failure intimation
- System failure notification

28. How can I contact Zicom?

You may contact us on **1800 270 8888 & 1800 270 4567**. You may also send a message "Zicom Care" to **58888** or email: zicomcare@zicom.com