

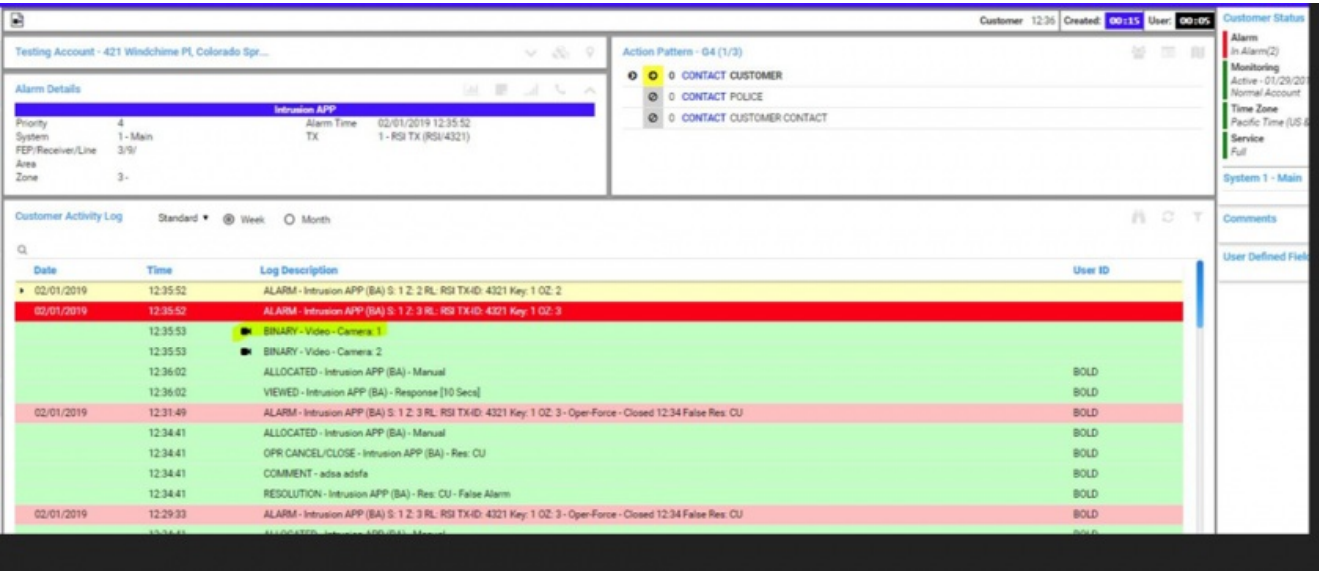
RSI Videofied - Operation

01/05/2024 6:07 pm EST

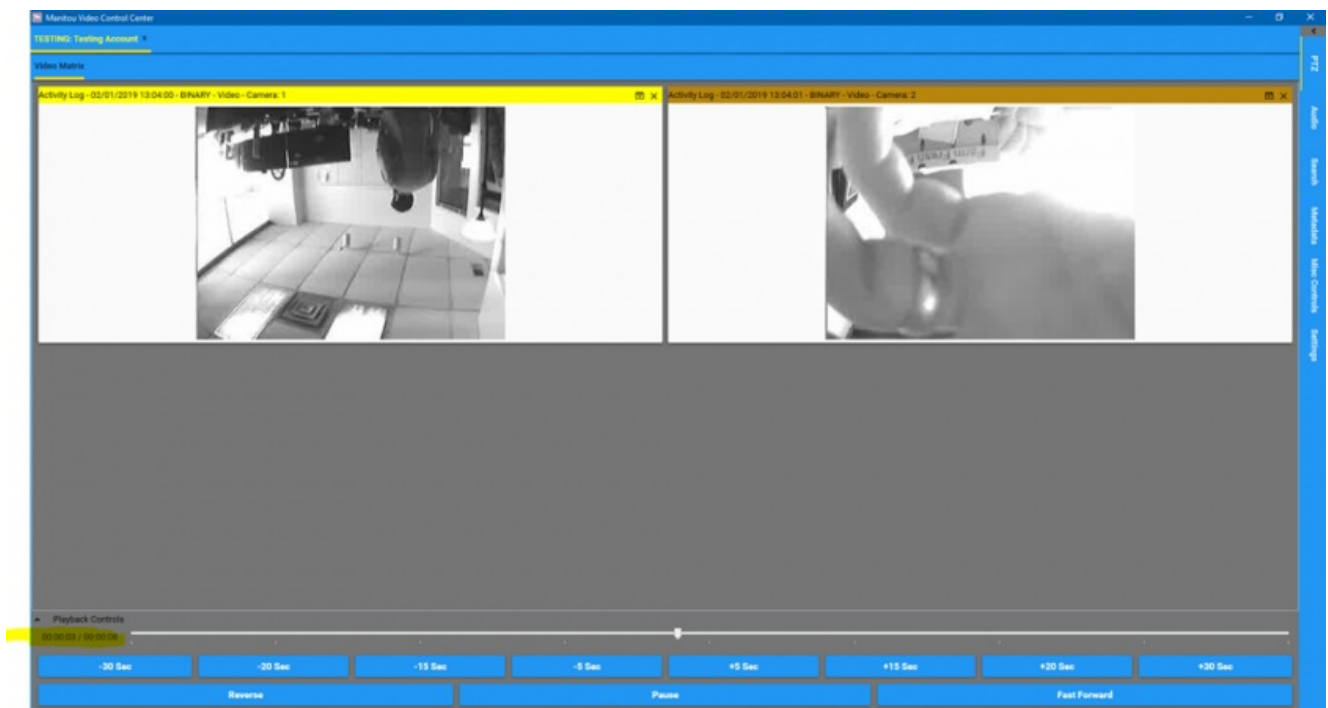
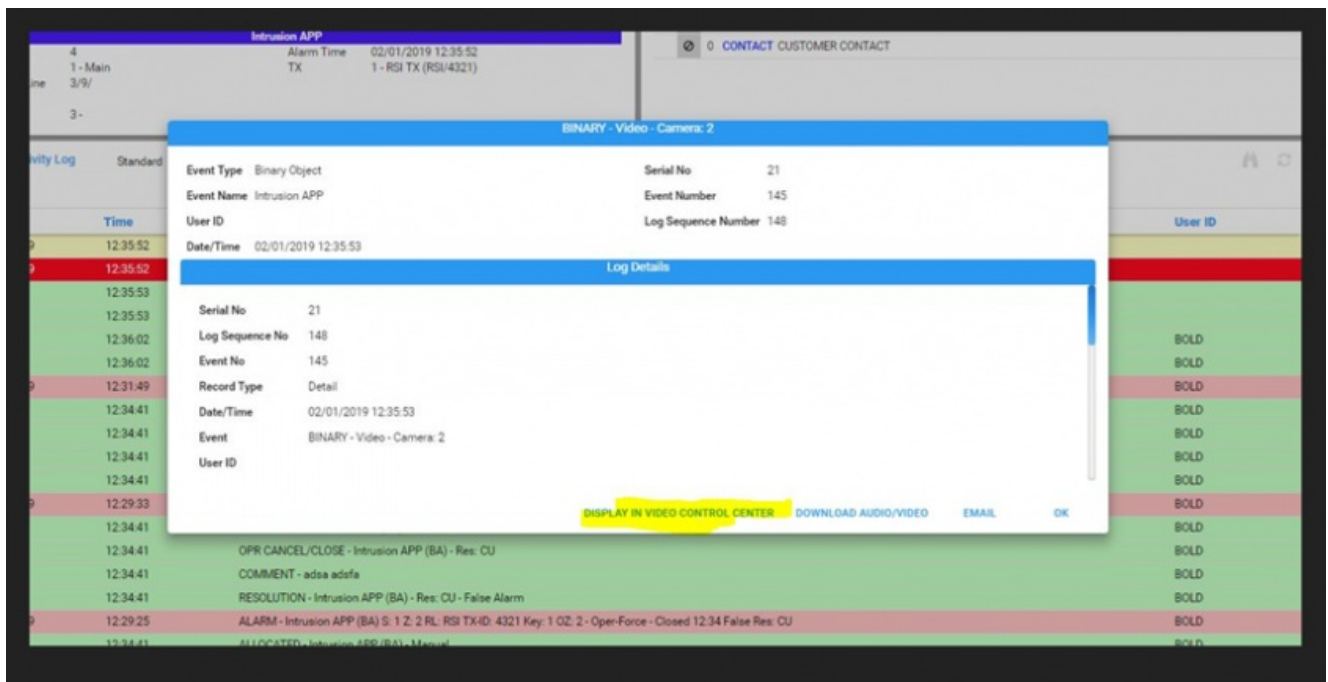
This is working in Manitou 2.0 update 21 and above. RSI sends the video to us in very small chunks over a very long period of time. Sometimes people can feel it is not working because the data just has not come into Manitou yet.

There are some quirks in the way the whole RSI system has always worked. We have minimal control over the way it was designed from the beginning. I can only explain how it works currently.

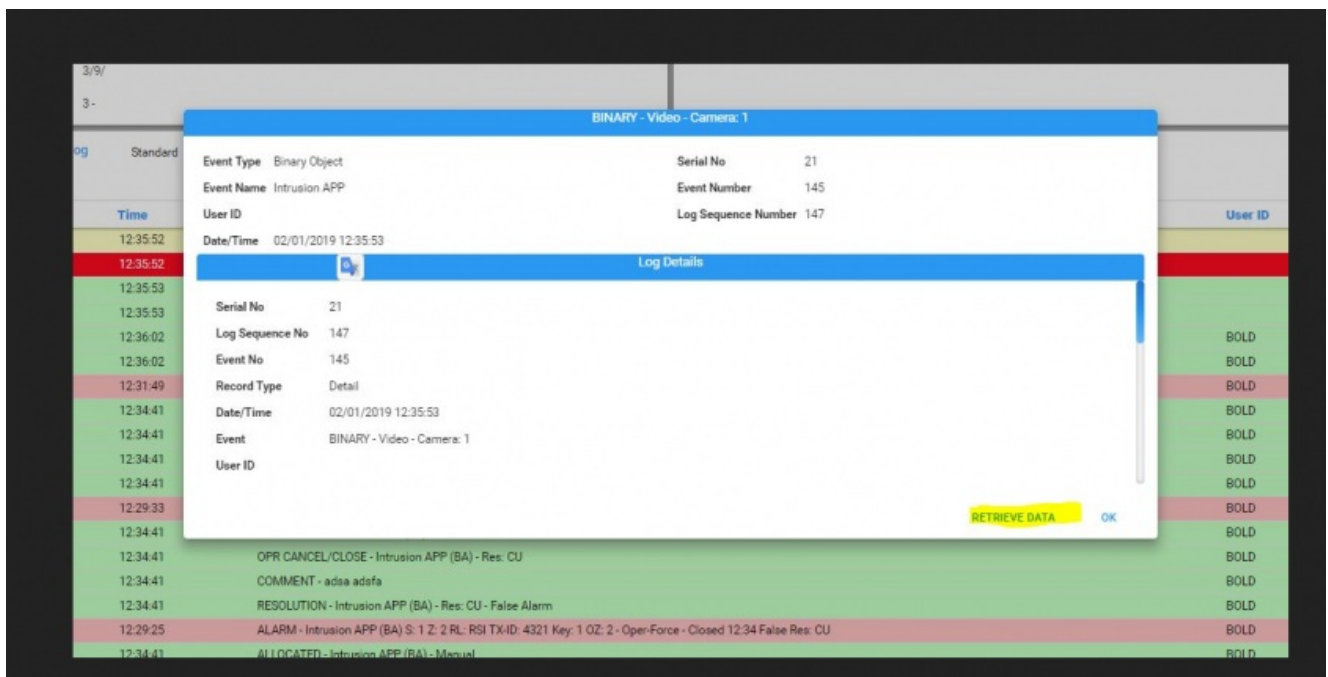
When an alarm comes in, It will show the cameras that we were told were in alarm. They show as Binary in the activity log.



The FIRST one sent to us by RSI will automatically start downloading. This can take a very long time though. It can be watched in VCC as soon as we receive the first chunk of data. We show how many seconds of data we currently have. Over time it will get to where you can see the whole clip.



The quirk is that the second video does not automatically get sent to us. We have to request it. That happens by clicking the activity log line for that Binary video and Requesting the data. This was the way it worked in OWS in 164 as well.



This will appear to do nothing for a while because RSI will only send the second video after the first one has COMPLETELY downloaded. But eventually, it will send it and then it can be watched in VCC as above.

If the operator does not request the second (or more) videos, then RSI will not hold them and they will be lost after a period of time. Not sure what that period is exactly as it is on RSI side but I believe it is around 10 mins. The Activity Log would show this.

	12:12:56	DEFERRED - Intrusion APP (BA)	BOLD
	12:13:15	ALLOCATED - Intrusion APP (BA) - Manual	BOLD
	12:13:28	CLOSE - Intrusion APP (BA) - Res: CM	BOLD
	12:13:28	RESOLUTION - Intrusion APP (BA) - Res: CM - False Alarm	BOLD
02/01/2019	12:04:14	ALARM - Intrusion APP (BA) S: 1 Z: 3 RL: RSI TX-ID: 4321 Key: 1 OZ: 3 - Closed 12:04	{AUTOCLIENT}
	12:04:15	CLOSE - Intrusion APP (BA)	{AUTOCLIENT}
	12:04:15	RESOLUTION - Intrusion APP (BA) - Res: No Resolution Code Given - Genuine Alarm	{AUTOCLIENT}
	12:04:15	BINARY - Video - Camera: 2	{AUTOCLIENT}
	12:07:41	BINARY - Video No Longer Available - Camera: 1	{AUTOCLIENT}
	12:08:17	REVERSE COMMAND - SHOWVIDEO - Completed	BOLD
	12:10:19	REVERSE COMMAND - SHOWVIDEO - Completed	BOLD
02/01/2019	12:03:54	SAVE - Customer Details Saved - asdfa	BOLD
02/01/2019	12:03:47	EDIT - Customer Opened for Edit - Auth: Operator	BOLD
02/01/2019	11:56:33	ALARM - Intrusion APP (BA) S: 1 Z: 3 RL: RSI TX-ID: 4321 Key: 1 OZ: 3 - Closed 11:56	{AUTOCLIENT}
	11:56:34	CLOSE - Intrusion APP (BA)	{AUTOCLIENT}
	11:56:34	RESOLUTION - Intrusion APP (BA) - Res: No Resolution Code Given - Genuine Alarm	{AUTOCLIENT}