

**Fresno Area:**  
 90 E. Escalon Ave. #120  
 Fresno, CA 93710  
 (559) 292-7871  
 ACO # 4638  
 Con. Lic. 484100



**Merced Area:**  
 2301 Aviation Dr.  
 Atwater, CA 95301  
 (209) 384-3305  
 (800) 972-0003  
 (209) 722-1107-Fax  
 HoffmanElectronics.com

Customer Number:		Customer Name:	
System Account #:		System Street Address:	
		City State Zip:	

Alarm Event Triggered:	Response Requested
Entry Zone:	Call standard call list if no open in 1 minute dispatch authorities
Perimeter Zone:	Call standard call list then dispatch authorities
Interior Zone:	Call standard call list then dispatch authorities
Video Event Triggered:	Response Requested
Person Detected:	Call standard call list then dispatch authorities
Vehicle Detected:	Call standard call list then dispatch authorities
Animal Detected:	Disregard
Unknown Detection:	Disregard
Loitering Event Triggered:	Response Requested
Person Detected:	Activate talk down dispatch authorities if they do not leave.
Vehicle Detected:	Activate talk down dispatch authorities if they do not leave.
Animal Detected:	Disregard
Unknown Detection:	Disregard
Trouble Conditions:	Response Requested
System Connection Fail	Call standard call list repeat notification daily
Camera Fail	Call standard call list repeat notification daily
Contact List Update:	Text Message Response Requested

Reply "Y"	Contact list is accurate
Reply "N"	Contact list needs to be updated
Call Immediately	Hoffman provided contact number with text message

Persons to be contacted for alarm events			
Name:	Phone	Email	Send Verification Text and allow cancellation?
Technical and administrative contacts			
Name:	Phone	Email	Role

\_\_\_\_\_ Initials      **This camera system and its components are not under the exclusive control of Hoffman Security. As such the system may be altered intentionally or unintentionally at any time without the approval or notification of Hoffman Security. Any alteration no matter how seemingly minor may cause up to complete failure of the system to detect events and due to the nature of the failure the system may appear to all parties to be working normally. Firmware updates, frame rate changes, resolution changes and any other settings may cause the failure of not only the altered camera but the ability of the system to perform its functions on all cameras. Hoffman is not responsible for any failures of the system or detecting and responding to problems with the system. After changes are made, we recommend contacting Hoffman Security to review system functionality to ensure proper performance. Hoffman review may result in a billable service call.**

\_\_\_\_\_ Initials      **I consent to receive periodic SMS/MMS/RCS messages from Hoffman Security regarding contact list updates. I understand that I may opt out anytime by replying "STOP."**

**Definitions:**

**Entry Zone:** Alarm system goes into alarm when a door has been tripped that normally used to enter or exit the premises to disarm the alarm system.

**Perimeter Zone:** This is any zone on the perimeter of the premises, typically windows or a door not used to enter the premises to arm or disarm the alarm

**Interior Zone:** Usually motion detectors that are delayed from going into alarm while the alarm system is arming or disarming.

**Person Detected:** Camera analytics detect a person on premises.

**Loitering Event:** A person or vehicle has remained in the image longer than the customer predetermined time. IE standing in the detection area of a camera for 10-30 seconds. People walking by or running past a cameras view will not be detected.

**Vehicle Detected:** Camera analytics detect a vehicle on premises.

**Animal Detected:** Camera analytics detect an animal on premises.

**Unknown Detection:** We are unable to discern the reason the alarm was set off.

**System Connection Fail:** The entire camera system or components have lost connection to the internet. Can be due to power loss, internet interruption, vandalism, or damage. We won't know the specific cause because we can no longer connect to the system or see any video.

**Opt-In:** means the customer expresses consent to receive communications from Hoffman Security through various channels, including voice calls, SMS, MMS, and Rich Communication Services (RCS). By opting in, the customer acknowledges and agrees that these communications may include text, photos, and other multimedia content related to account updates, service notifications, verification requests, and other information relevant to their relationship with Hoffman Security

**Opt-Out:** means the customer's ability to withdraw their consent to receive communications from Hoffman Security at any time. Customers may opt out of messaging communications by replying "**STOP**" to any message received from Hoffman Security, after which messaging to that number will cease except for legally required notices or confirmation of the opt-out request

**Camera Fail:** A specific camera or cameras have lost connection to the internet or other necessary components in the system but we still have access to the main system and can access other cameras.

\*Cameras do not interpret video as a human would. As such cameras are programmed to detect specific image changes and approximate those changes to a desired above listed detection. This process is not 100% reliable. Seemingly obvious causes for concern may be ignored such as a camera being vandalized, or a person's shape being incorrectly recognized.