

# Health Monitoring



Eagle Eye Health Monitoring is designed to provide active monitoring of the customers cameras and systems to verify continuous operation.

The Eagle Eye Premium Support team will attempt to resolve minor issues with cameras, bridges, and network without the need to involve the customer, however, the customer will be informed. Issues which are more significant, or which cannot be resolved remotely will be escalated to the customer and the reseller to develop a plan for resolution.

## HEALTH MONITORING INCLUDES

- Active health monitoring of your Eagle Eye Bridges, cameras, and other components.
- Automatic resolution of minor issues (camera restarts).
- Notification via email of any and all actions taken.
- Development of action plan with reseller and customer to resolve any issues.
- Monitoring of video uploads, bandwidth, and any other items related to network.
- Monitoring of disk utilization on CMVRs.
- Recommendations on camera and system adjustments to optimize performance.
- Notifications to customer if cameras are disabled or tampered with.

## HEALTH MONITORING PRICING

Eagle Eye Health Monitoring is offered only on a per end user account basis via our resellers. The charge is calculated on a per camera basis. All cameras on the account must be included.

## EAGLE EYE HEALTH MONITORING PART NUMBERS

EN-HMN-001-1

Eagle Eye Health  
Monitoring Monthly

EN-HMN-001-12

Eagle Eye Health  
Monitoring Yearly

Please see the Eagle Eye Price List for full details.

