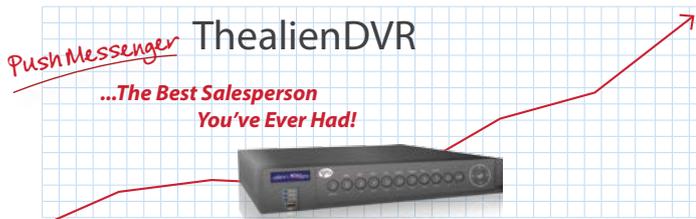


Question: What is the PushMessenger feature on my alien DVR and how does it work?

Answer: PushMessenger lets CCTV installers send communications to their customers. PushMessenger can send a notification straight to the display screen on the alienDVR. It's displayed on screen until the operator reads & closes it.



NEW FEATURE!

The latest alien MegaHERO has all the great features of the HERO and more...

Extra functionality has been added so you can really get the maximum from your alienDVR installation. The latest alienDVRs include the superb feature called PushMessenger. This is a new service that gives you the option to communicate with your customer even when you're miles away.

Curious? It could just make the alienDVR the best salesperson you ever had, even better it costs you absolutely nothing.

What is PushMessenger?

Simply put, PushMessenger can send a notification straight to the display screen on your alienDVR. The notification, one of 4 to choose from, is displayed on screen until the operator reads it and closes it.

How does it work?



1 Set up your customer's alienDVR with the free alienDDNS service so it can be contacted over a network and the Internet.



2 Sign up for the new service "PushMessenger" at www.alienVision.co.uk



3 Choose from 4 options Annual Service Visit reminder, Interim Maintenance Check Reminders, NEW Quick Tips or the bespoke message option.



4 The Bespoke message option allows you to create a personalised message* straight to your customer's screen and we send it on the date and time you request.

*An additional admin fee is chargeable for each bespoke message sent on your behalf.

This CCTV installation tip is aimed at helping you to install CCTV equipment. If you are looking for answers on "how to fit CCTV" or perhaps "how to network a DVR or NVR" or even "how to get CCTV on your mobile phone" why not check out our full range of CCTV installation tips at: www.systemq.com

How to guides aim to answer commonly asked questions in a concise and informative manner. They are for advice & guidance only and do not replace any of the manuals or other literature supplied with our products.

Examples of how **PushMessenger** can do the sales work for you...



Annual Service Visit

Choose to set the **PushMessenger** to alert your customer when the annual service is due on the alienDVR and camera system.

As **PushMessenger** is an easy and efficient way to promote your annual service visit. It's an easy way to keep to a 12-month service plan rather than waiting for the customer to contact you.



Interim Maintenance Check

In the interim 12 months between service visits you can offer your customers the **option of a maintenance visit**. You can choose to notify your customer every 4 months that a maintenance check is required.



New Quick Tips

Select to deliver a well-structured string of **tips straight to your customer's desktop** so they can learn more about how to get the best out of their new alienDVR.

Tips include guidance on Data Compliance and signage, how to back up evidence to a USB, adding talkback or remote control over gates to their system. Each tip can help your business with extra sales after the initial installation is over.



After Sales Bespoke Message Service

PushMessenger is a great way to support your customer and give them unsurpassed after-sales service without even leaving your office. Use the **bespoke message service** to contact your customers with a message of your choice.

You might use it to drum up **extra business** when your workload is quieter or capitalise on a spate of bad weather such as high winds, lightning, snow or even the recent smog. The choice is yours; you might even invite them to your new showroom opening or tell them about a new products or services you now have on offer.

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