

CHeKT Camera Analytics Metadata Supervision

A Dealer Guide for Supervising Cameras Used as Alarm Zone Detectors

Summary

With Platform and VCP Firmware 6.0, CHeKT introduced Camera Analytics Metadata Supervision, a new way for security companies to verify whether cameras used as alarm zone detectors are actively sending analytics metadata to the CHeKT VCP.

This new process replaces the previous real time only Active, Idle, and Dormant indicator with a scalable supervision method that supports dealer level reporting, proactive service workflows, and optional Contact ID trouble and restore signals to the monitoring center.

Dealers should update applicable sites to firmware 6.0 or higher, enable Camera Analytics Supervision for the cameras they want supervised, review the dealer level report, and coordinate with their monitoring center before enabling the new Contact ID codes.

Why Camera Analytics Supervision Matters

With Platform and VCP Firmware 6.0, CHeKT introduced a method for security integrators to supervise the health and activity of camera analytics when cameras are connected to a CHeKT VCP.

Security companies are increasingly using cameras as alarm detection points. When a camera is functioning as a security zone detector, it is not enough to know that the camera can stream video. Dealers also need visibility into whether the camera is still generating and communicating analytic events.

Analytics metadata is the event information generated by a camera analytics engine, such as human detection, vehicle detection, line crossing, intrusion, or other analytic activity. CHeKT supervises whether that metadata is being received by the VCP.

Many security companies have experienced cameras that continue to stream video but stop detecting or reporting analytics metadata. This can happen for several reasons, including camera configuration changes, firmware issues, analytic rule changes, network conditions, or other unknown causes. With the latest CHeKT VCP firmware and cloud platform update, dealers can now identify these conditions through proactive reporting and, when appropriate, send supervision Contact ID signals to the monitoring center.

What Changed in Version 6.0

Previously, the CHeKT platform displayed a camera analytics condition as Active, Idle, or Dormant when viewing the camera in real time. This helped technicians see whether metadata was currently being received, but it was not designed for scalable supervision. The previous method did not store or aggregate this information for reporting, and it could not generate Contact ID signals for the monitoring center.

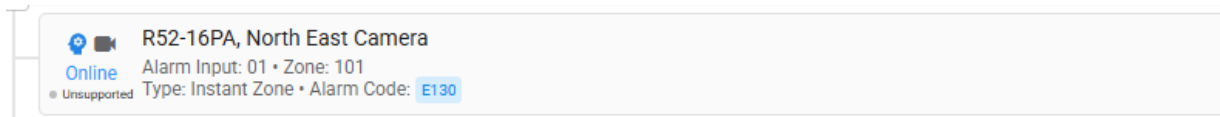
In version 6.0, CHeKT replaced that approach with Camera Analytics Metadata Supervision, which supports historical visibility, dealer level reporting, configurable service workflows, and optional alarm code signaling.

With the new Camera Analytics Supervision reporting tools, security companies, technical support teams, and monitoring centers can be more proactive in identifying cameras that may no longer be functioning reliably as alarm zone detectors.

Understanding Unsupported and Disabled

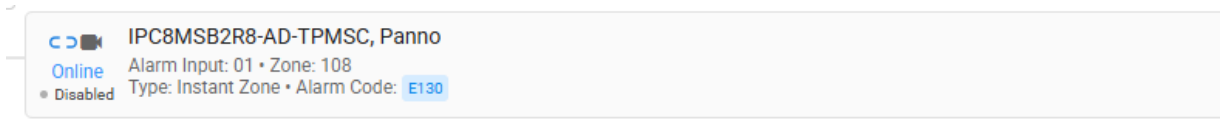
After the 6.0 platform release, existing cameras may initially show one of two availability values:

Unsupported



Unsupported means the site VCP firmware is below version 6.0, so Camera Analytics Supervision is not available for that camera.

Disabled



Disabled means the site VCP is running firmware 6.0 or higher, but Camera Analytics Supervision has not yet been enabled for that camera.

CHeKT intentionally did not enable Camera Analytics Supervision automatically for all dealers when platform version 6.0 was deployed. Because this feature can generate reporting data and optional monitoring center signals, each dealer should decide which cameras, sites, and customer accounts should use this supervision method.

Understanding Active, Idle, and Dormant

Once Camera Analytics Supervision is enabled, each supervised camera is classified in one of three states: Active, Idle, or Dormant.

- **Active:** The CHeKT VCP has received analytics metadata from the camera within the expected supervision period. By default, this means metadata has been received at least once in the past 24 hours.
- **Idle:** The CHeKT VCP has not received analytics metadata from the camera within the shorter defined threshold. Idle is the early warning state and indicates that a camera may have stopped reporting analytics metadata. (The default Idle threshold is 1 day.)
- **Dormant:** The CHeKT VCP still has not received analytics metadata from the camera after the longer defined threshold has passed. A camera reaches Dormant only after it has first been Idle, so Dormant is the escalated supervision state. (The default Dormant threshold is 7 days.)

The value of this implementation is that CHeKT supervises camera analytics metadata in real time whether the site is armed or disarmed. As long as the camera is creating analytics metadata and the VCP is receiving it, CHeKT can classify that camera as Active.

Enabling Camera Analytics Supervision

Site Default Settings

FOR NEW SITES | FOR EXISTED SITES

⚠ The changes will be applied starting from newly created sites. Existing sites will not be affected. [Edit](#)

SETTINGS	CHEKT DEFAULT VALUES	DEALER DEFAULT VALUES
Zone Number Range	101	101
Alarm Entry Delay	60s	60s
Exit Delay	120s	120s
System Alarm "Bell" Duration		Coming Soon
Alarm Event Interval	20s	20s
Swinger Bypass	0	0
MP4 Alarm Video Settings	Pre 7s / Post 25s	Pre 7s / Post 25s
Time Sync	Enabled	Enabled
Auto Set Stream	Enabled	Enabled
Default Camera Stream Settings	720p, 8fps	HD (720p, 8fps)
Default Camera Audio Recording	Enabled	Enabled
Idle / Dormant	Disabled Idle 1 day / Dormant 7 days	Disabled

Dealers can manage the default Camera Analytics Supervision settings for all new sites in the Dealer Portal under Dealer Settings, Site Default Settings. These settings help ensure that the dealer's preferred defaults are applied when new sites are created. VCP units must be running firmware 6.0 or higher for Camera Analytics Supervision to function.

How to Enable and Manage Camera Analytics Metadata Supervision for Existing Customers

If your team previously used the real time camera analytics status indicator, follow the steps below to enable the new supervision process and regain that visibility in a scalable reporting format.

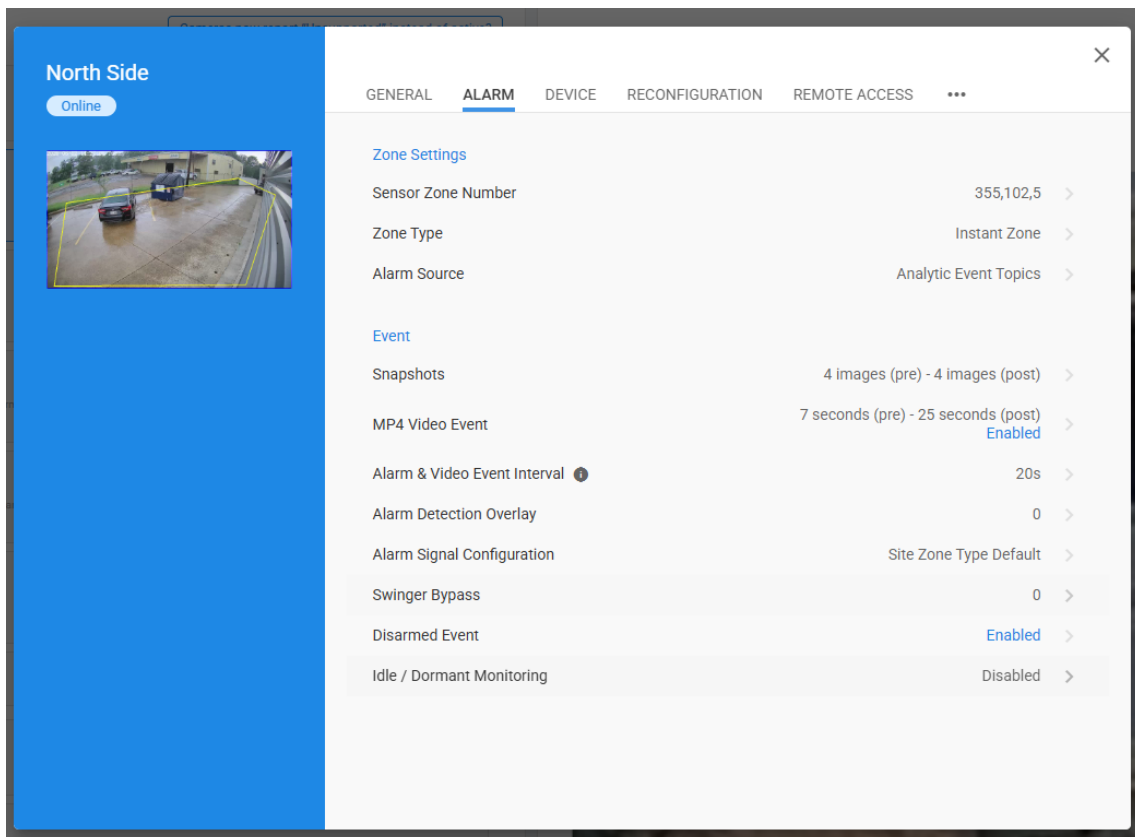
1. Update the site VCP firmware to version 6.0 or higher.

Firmware updates are routine for most security companies. CHekT's firmware update instructions are available in the support article linked in the original document: <https://support.chekt.com/portal/en/kb/articles/updating-bridge-firmware>

2. Enable Camera Analytics Supervision for the appropriate cameras.

Camera Analytics Supervision can be enabled per camera at the site level from the Alarm tab, or managed at the dealer level using the Camera Analytics Supervision report.

Individual Camera Management



Dealer Level Camera Analytics Supervision Report

Camera Analytics Supervision

Activity Monitoring tracks each camera's event detection status. Cameras are classified as Active, Idle, or Dormant based on how recently they last detected an event.

SITE NAME	TOTAL DEVICES	ACTIVE	IDLE	DORMANT	UNSUPPORTED	DISABLED
CHeKT Office [International - KR]	7	0	0	0	7	0
CHeKT Testing Site	2	0	0	0	2	0
ISC West - Demo 1	17	1	0	0	0	16
ISC West - Demo 2	9	0	0	0	0	9
ISC West 2026 Demo	2	0	0	0	2	0
iSet UK - Supply House	9	0	0	0	0	9
Knight Hawk Test	1	0	0	0	0	1
Norwood Demo	6	0	0	0	0	6
Tommie Van Fossen - Home Sweet Home	5	0	0	0	0	5
Tommie Van Fossen - Traveling Demo	1	0	0	0	0	1
Tommie's Show Kit	2	0	0	0	2	0
Trade Show - Ibiza	1	0	0	0	1	0
VBC	16	0	0	0	0	16
Zack Stone - Home	7	0	0	1	0	6
Zack's Show Kit	2	0	0	0	2	0

From the dealer level report, security companies can filter and review cameras and sites by analytics supervision status.

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Event Status

- Active
- Idle
- Dormant
- Unsupported
- Disabled

These filtering options help dealer support teams proactively identify and service cameras that may be problematic before they fail to detect during an alarm event.

Dealer Action Checklist

1. Confirm the site VCP is running firmware 6.0 or higher.
2. Decide which cameras should be supervised as alarm zone detectors.
3. Enable Camera Analytics Supervision for those cameras.
4. Review the dealer level Camera Analytics Supervision report.
5. Confirm that Idle and Dormant thresholds match the customer's site activity and service expectations.
6. Coordinate with the monitoring center before enabling Contact ID reporting codes.
7. Enable E794, R794, E795, and R795 only after the monitoring center agrees to process and respond to those signals.

Optional Monitoring Center Contact ID Signals

Dealer level reports provide visibility to office staff, technical support teams, and dealer operations. However, reporting alone may not be proactive enough for every customer or monitoring agreement. CHeKT has introduced monitoring center Contact ID reporting codes that can be transmitted when a camera changes to the Idle or Dormant state and when it returns to Active.

For many companies, this level of reporting is important because it gives 24/7 alarm monitoring center operators real time visibility into a trouble condition and allows the monitoring center to escalate the issue according to the dealer's procedures.

Because this reporting depends on dealer preference and monitoring center agreements, the Contact ID alarm codes for Camera Analytics Supervision are disabled by default.

New Contact ID Codes:

- Idle: E794 trouble and R794 restore
- Dormant: E795 trouble and R795 restore

When these Contact ID codes are enabled for a site, the E code is sent when the camera enters the applicable condition. The R code is sent when the camera returns to Active.

Examples:

- If a camera enters Idle, E794 is sent to the alarm receiving software. If analytics metadata becomes active again before the Dormant threshold is reached, R794 is sent.
- If a camera enters Idle, E794 is sent. If the camera remains inactive and reaches the Dormant threshold, E795 is also sent. Once the camera analytics become Active again, both R794 and R795 are sent to restore the Idle and Dormant conditions.

Enabling the Idle and Dormant Alarm Codes

Each site on the CHeKT platform has its own set of Contact ID alarm code rules. To enable these alarm codes, go to:

Site Name > Settings > Alarm Library > CHeKT Defined Alarm Codes

Locate the Camera Idle and Camera Dormant codes and enable them.

Camera Idle	E794	R794	Alarm code cannot be changed
Camera Dormant	E795	R795	Alarm code cannot be changed

Edit a Camera Idle Event ✕

Name	Enable	Send URL	Event
Alarm	<input checked="" type="checkbox"/>	No	E794
Restoral	<input checked="" type="checkbox"/>	No	R794

Cancel Save

To enable these codes as defaults for all new sites, go to:

Dealer Settings > Integration > Alarm Library for XML Integration > CHeKT Defined Alarm Codes

Enable the codes as desired after confirming your monitoring center procedures.

Important: Do not enable Camera Idle or Camera Dormant Contact ID codes until your monitoring center has confirmed that it will receive, process, and respond to these signals according to your company's procedures.