BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

# Business Cameras, Recorders & Door Access

Recorder systems, keeping footage, remote viewing, keypads and fobs — explained in plain English, one step at a time

## A plain-English guide for small business owners

Take your time — you can't break it

*Written for you by Bill — Bill's Home Tech*

(330) 200-8042 · BillsHomeTech.com

*For small shops, offices and farms · facts current November 2026*

# What's Inside

This is your guide to the cameras, recorders and door locks that protect a small business: a shop, an office, a salon, a church office or a farm stand. Read it in any order and at your own pace. Whether you're choosing a first system, trying to make sense of one the last owner left behind, or need to pull a clip for the police this afternoon, every feature here comes with what it actually does *for you* and slow, step-by-step directions. It's written as of November 2026. Camera and lock makers update their apps often, so if a screen looks a little different on yours, the idea is still the same.

## Part 1 — Getting Started

1 A Note from Bill
2 What Cameras and Door Access Can Do for a Small Business
3 A Recorder in the Back Room, or Cameras That Save to the Cloud?
4 Taking Stock: What You Already Have

## Part 2 — Cameras and Recorders

5 NVR, DVR and PoE in Plain English
6 The Brands You'll Meet
7 Where Cameras Go in a Shop or Office
8 Hard Drives: How Many Days of Video You Keep
9 Setting Up a Recorder Safely

## Part 3 — Everyday Use

10 Watching from Your Phone or Computer
11 Finding the Footage You Need
12 Exporting a Clip for the Police or Your Insurance
13 After-Hours Alerts

## Part 4 — Staff and Video

14 Giving Staff Their Own Access
15 When Someone Leaves: Cameras

## Part 5 — Doors: Keypads, Smart Locks, Cards and Fobs

16 Keys, Keypads, Smart Locks or Cards?
17 Keypad and Smart Locks for a Small Business
18 Card, Fob and Phone Systems
19 Schedules, Codes and the Door History
20 Removing Someone, and Lost Fobs

## Part 6 — Safety, Privacy and Security

21 Fire Exits and Electric Locks
22 Privacy, Signs, Sound and Employees
23 Keeping the System Itself Secure

## Part 7 — Power, Problems and Scams

24 Power Outages and Battery Backup
25 When Something Isn't Working
26 Scams Aimed at Business Owners with Cameras

## Part 8 — Help and Your Cheat-Sheet

27 When to Call Bill
28 Your Business Cameras & Door Access Cheat-Sheet

PART 1

# Getting Started

What cameras, recorders and door access can do for a small business, the big choice between a recorder in your back room and cameras that save to the internet, and how to take stock of what you already have. Start here.

CHAPTER 1

# A Note from Bill

Hello, and welcome. Maybe you run a small shop and want to see the register and the back door. Maybe you just bought a business and inherited a recorder in a closet that nobody knows the password to. Maybe an employee left on bad terms and you're wondering who still has a key. Or maybe the police asked you for video and you have no idea how to get it off the box. Whoever you are, this guide is for **you**.

I'm Bill. I've written this guide the way I'd explain it standing next to you in the back room, looking at the equipment together: plainly, patiently, and without the installer jargon. When a word like "NVR," "PoE" or "retention" comes up, I'll stop and tell you what it means.

## You can't break it by looking around

Opening the camera app, scrolling back through recordings or reading the settings won't hurt anything. There are only a few places where care really matters: **formatting a hard drive** (it erases the video), **resetting a recorder or lock** (it erases settings and sometimes every user code), and **passwords** (lose the only admin password and you may have to start over). I'll point those out clearly when we get to them.

WHAT THIS DOES FOR YOU

### What a good system does for your business

Cameras let you check on the shop from home, settle a "he said, she said" at the counter, and hand the police or your insurance company a clear clip when something goes wrong. Electronic door access means no more re-keying the locks every time someone leaves: you delete a code or a card, and that person is out. Both give you a record of what happened and when.

## What's in this guide

- **Getting started**: recorder systems versus cloud cameras, and taking stock (Part 1).
- **Cameras and recorders**: NVRs, PoE, the brands, placement, hard drives and safe setup (Part 2).
- **Everyday use**: watching remotely, finding footage and exporting clips for police or insurance (Part 3).
- **Staff access to video**, and removing it when someone leaves (Part 4).
- **Doors**: keypads, smart locks, cards and fobs, schedules and lost fobs (Part 5).

- **Privacy, signs and keeping the system itself secure** (Part 6), then **power, problems and scams** (Part 7) and a **cheat-sheet** (Part 8).

GOOD TO KNOW

### This guide is not legal advice

I'll mention a few places where the law comes into it, such as recording sound or watching employees. Rules vary by state and by situation, so for anything beyond common sense, ask your attorney, your insurance agent or your local police department.

## And I'm only a phone call away

If you get stuck, you're never stuck alone. Call me at **(330) 200-8042**. No question is too small, and no one will make you feel silly for asking. Let's get started.

***— Bill***

CHAPTER 2

# What Cameras and Door Access Can Do for a Small Business

Before buying anything, it helps to be clear about what you want the system to do. A camera system and a door-access system are two different things that often get sold together. You can have either one, or both.

## Cameras and recorders

- **See it live** from your phone: is the shop open on time, is the parking lot clear, did the delivery come?
- **Look back** at what happened: a slip-and-fall, a dispute over change, a broken window overnight.
- **Hand over evidence**: a clip the police or your insurance company can actually use (Chapter 12).
- **Get alerts** when someone is on the property after hours (Chapter 13).
- **Discourage trouble**: visible cameras and a sign tell people they're being recorded (Chapter 22).

## Door access

- **No more copied keys.** Each person gets their own code, card, fob or phone key.
- **Turn someone off in seconds** when they leave, instead of changing the locks (Chapter 20).
- **Schedules**: a cleaning crew's code that only works on their night, or a door that unlocks itself during business hours (Chapter 19).
- **A history** of which code or card opened which door, and when.

WHAT THIS DOES FOR YOU

### What this does for you

The real value is peace of mind and less hassle. You stop wondering who still has a key, you stop driving in to check whether the back door got locked, and when something does go wrong you have facts instead of guesses.

## What these systems don't do

- A camera doesn't stop a break-in by itself. It records it. Good locks, lighting and an alarm still matter.
- Nobody is watching your cameras unless you pay for professional monitoring. Alerts go to your phone; you decide what to do.
- Video is only useful if it's **still there** when you need it and **clear enough** to see a face or a license plate. Much of this guide is about those two things.

**TIP**

### Write down your three main worries

Before shopping, list the three things you most want to see or control, such as "the register," "the back door" and "the parking lot at night." It keeps you from buying eight cameras when three well-placed ones would do.

CHAPTER 3

# A Recorder in the Back Room, or Cameras That Save to the Cloud?

Almost every business camera system works one of two ways. Either the video is saved on a **recorder**, a box with a hard drive that sits in your building, or it's saved on the camera maker's internet servers, which everyone calls **"the cloud."** Some systems do a bit of both.

## Recorder systems (NVR or DVR)

The cameras are wired back to a recorder in a closet or office. The recorder saves the video, usually around the clock, and a free phone app lets you watch from anywhere. Reolink, Lorex and Swann sell boxed kits; Ubiquiti's **UniFi Protect** is a more business-oriented recorder system that many installers use.

- **Usually no monthly fee.** You buy the equipment once.
- **Keeps recording when the internet is down**, because the video doesn't need to leave the building.
- **Records all the time**, not just short motion clips, so you can scroll back to any minute the drive holds.
- **Downside:** if a thief takes or smashes the recorder, the video goes with it. Hide it and lock it up.

## Cloud cameras

Each camera connects to the internet and the video is stored online. **Ring** sells a line it markets as Ring for Business, managed in the same Ring app as home cameras. At the larger end, companies like **Verkada** sell business cameras managed entirely through a web dashboard called Command, sold with a yearly license per camera.

- **Video is safe off-site** even if a camera is stolen.
- **Easy to manage several locations** from one app or website.
- **Downside:** monthly or yearly fees per camera or per location, and recording depends on your internet connection and upload speed.

GOOD TO KNOW

### Verkada keeps video on the camera, too

Verkada cameras store video on a drive inside each camera, with standard options from 15 to 365 days depending on the model, and the oldest video is deleted as the drive fills. Cloud backup is separate and set in Command under the camera's **Storage & Retention** settings; Verkada says 30 days of cloud backup is included with the camera license on most models. Pricing is by quote.

## Side by side

| | Recorder system | Cloud cameras |
|---|---|---|
| Where video lives | A hard drive in your building | The company's servers (and sometimes the camera) |
| Monthly cost | Usually none | Usually per camera or per location |
| Internet goes down | Keeps recording | May record only to the camera, or not at all |
| Recorder stolen | Video is lost | Video is safe online |
| Several locations | One app, one recorder per site | Built for it |
| Who installs it | Handy owner or installer | Mostly owner (Ring) or a dealer (Verkada) |

TIP

### The best of both

Many small businesses do well with a recorder system plus a habit of saving important clips to a phone or a flash drive the same day (Chapter 12). That gives you off-site copies of the moments that matter, without a monthly fee for every camera.

CHAPTER 4

# Taking Stock: What You Already Have

If you bought a building or a business, there may already be cameras, a recorder and a keypad on the door. Before you replace anything, spend half an hour finding out what's there. You'll need these answers whether you keep the old system or call someone in.

## A walk-around checklist

1. **Count the cameras**, inside and out. Note where each one points.
2. **Follow the cables** back to the recorder. It's usually a flat box in a closet, office or basement, often near the internet router.
3. **Read the label** on the bottom or back of the recorder: brand, model number and any QR code or "Device ID" or "UID." Take a photo of it.
4. **Look at the cables.** Round coax cables with twist-on metal plugs mean a **DVR** system; network cables with clear clip-in plugs mean an **NVR** system (Chapter 5).
5. **Check for a monitor** connected to the recorder, and a mouse. Many recorders are set up from that screen.
6. **Look at every exterior door**: plain key lock, keypad, card reader or smart lock? Note the brand.
7. **Ask the previous owner or manager** for every password, app login and the list of people with codes or cards.

HEADS UP

**Passwords are the thing most often lost**

When a business changes hands, the recorder's admin password and the app account are usually tied to the old owner's email. Get them transferred, in writing, before closing if you can. If you can't, plan on a reset (Chapter 25) and know that some resets erase the settings.

## Questions to answer before you spend money

| Question | How to find out |
|---|---|
| **Does the old system still record?** | Play back yesterday on the recorder screen. If you see video, it works. |
| **How many days does it keep?** | Scroll back to the oldest recording. That's your retention (Chapter 8). |
| **Can you see it on your phone?** | Only if you have the app login or can set one up (Chapter 10). |
| **Who has keys, codes or cards?** | If nobody knows, assume too many people do and start fresh (Chapter 20). |
| **Is it worth keeping?** | Very old analog cameras give fuzzy pictures. Newer recorders may still be fine. |

GOOD TO KNOW

### Older equipment from certain makers

Since 2022 the FCC has refused to approve new models from a short list of companies, including the camera makers Hikvision and Dahua, and in 2026 it announced steps to limit the import and sale of older models too (June 2026). Those rules are about approving, importing and selling equipment; they don't order owners to rip out a system they already have. If your recorder carries one of those names, it's worth keeping its software current and keeping it off the open internet (Chapter 23). Some private-label kits are made by these companies under other names.

PART 2

# Cameras and Recorders

The words you'll hear (NVR, DVR, PoE), the brands small businesses actually use, where cameras belong in a shop or office, how big a hard drive you need, and how to set a recorder up safely.

CHAPTER 5

# NVR, DVR and PoE in Plain English

Three abbreviations come up constantly when you shop for business cameras. Once you know them, the rest of the boxes on the store shelf make sense.

## NVR: Network Video Recorder

An **NVR** records **IP cameras**, the modern kind that send a digital picture over a regular network cable (the same kind of cable that plugs into your internet router). The plugs are clear plastic with a little clip. Almost every new business kit is an NVR system.

## DVR: Digital Video Recorder

A **DVR** records **analog** cameras over round **coax** cable with twist-on metal plugs (called BNC). DVRs are common in older installations. Newer DVRs handle sharper analog cameras than the old ones did, so if your building is already full of coax, a new DVR can be a sensible upgrade without pulling new cable.

## PoE: Power over Ethernet

**PoE** means one network cable carries both the **picture** and the **power** to the camera. No outlet is needed at the camera, which is a big deal on a high exterior wall. The power comes from the NVR's built-in camera ports, or from a separate **PoE switch** (a box with several network ports).

- A single PoE cable run can be up to about **328 feet** (100 meters). Longer runs need a PoE extender.
- Thin or cheap cable, and power-hungry cameras, shorten the real distance.
- Outdoor cable should be rated for outdoor or direct-burial use.

WHAT THIS DOES FOR YOU

### What PoE does for you

Fewer electricians, fewer outlets, fewer things to fail. And because the recorder powers the cameras, putting the recorder on a battery backup keeps every PoE camera running through a short power outage (Chapter 24).

## Channels and resolution

| Word | What it means |
|---|---|
| **Channels** | How many cameras the recorder can handle: 4, 8, 16 and so on. Buy a few more than you need now. |
| **Resolution** | How sharp the picture is. 4K (8 megapixel) cameras show more detail but fill the hard drive faster. |
| **Frame rate** | How smooth the motion looks. Most businesses don't need the highest setting. |
| **Bit rate** | How much data each camera sends per second. It decides how many days the drive holds (Chapter 8). |

TIP

### Mixing brands

Many NVRs accept IP cameras from other makers using a standard called **ONVIF**, but features like person detection often work only with the same brand. If you can, keep cameras and recorder the same make.

CHAPTER 6

# The Brands You'll Meet

You don't need to know every brand. These are the names small businesses in our area are most likely to buy, inherit or be quoted. I'm not paid by any of them.

| Brand | What it is | Good fit |
|---|---|---|
| Reolink | NVR kits and PoE cameras; free Reolink app and Reolink Client for computers | Do-it-yourself shops and offices, no monthly fee |
| Lorex | NVR and DVR kits; Lorex Classic app for most recorders, Lorex Pro for professional NVRs | Same, widely sold at big-box stores |
| Swann | NVR and DVR kits; Swann Security app | Same; note one account per recorder |
| UniFi Protect (Ubiquiti) | Business-grade recorders and cameras that also run UniFi Access door control | Installers, offices that want cameras and doors in one system |
| Ring | Cloud cameras and alarm, managed in the Ring app, with a business line | Small storefronts that want simple, app-based cameras |
| Verkada | Cloud-managed cameras and door access through a web dashboard | Multi-site businesses with a dealer and a budget |

## Home brands in a business

Plenty of small shops use the same Ring, Blink, Wyze or Google Nest cameras people put on their houses. That's fine for one or two cameras. Where they fall short for a business is around-the-clock recording, controlling what each employee can see, and pulling long stretches of video. My separate guides on **Ring**, **Reolink & Wired Camera Systems** and **Outdoor & Floodlight Cameras** go deeper on those products.

HEADS UP

### Professionally installed and leased systems

If an alarm company installed your cameras, the recorder or the app account may belong to them, and the system may be part of a monthly contract. Read the contract before you unplug or reset anything, and ask them to give you admin access in writing.

TIP

### Before you buy

Check three things on the brand's own website: whether the app supports giving employees limited access (Chapter 14), how you export a clip (Chapter 12), and whether there's any monthly fee for the features you want. Prices change often, so check them on the day you buy.

CHAPTER 7

# Where Cameras Go in a Shop or Office

A few well-placed cameras beat a dozen poorly placed ones. Think about what you'd need to see if you had to hand a clip to a police officer.

## The usual spots

| Where | Why |
|---|---|
| **Every entrance** | Aimed so a person walking in faces the camera. This is your best face shot. |
| **The register or counter** | From above and slightly behind the cashier, showing hands, cash drawer and customer. |
| **Back door and loading area** | Where most after-hours trouble starts. Pair with good lighting. |
| **Parking lot** | A wide view for what happened, plus a closer camera at the driveway for plates. |
| **Stock room or safe** | Inside, aimed at the door or the shelf that matters. |

## Tips that make footage usable

- **Height:** about 8 to 10 feet is a good balance. Higher is harder to tamper with but shows the tops of heads.
- **Light:** don't point a camera straight at a bright window or glass door; faces turn into silhouettes.
- **Close enough:** a wide camera covers a lot but can't identify a face across the lot. Use a second, tighter camera at chokepoints like a doorway.
- **Night:** walk out after dark and check each view on your phone. Lights and reflections surprise everyone.
- **Cable:** keep cables inside walls or conduit where you can, so they can't be cut easily.

## Where not to put cameras

- Restrooms, changing areas, or anywhere people reasonably expect privacy. Don't do it.
- Aimed into a neighbor's windows or yard.
- Break rooms or offices, without thinking it through and telling staff (Chapter 22).

STAY SAFE

### Ladders and wiring

Mounting cameras means ladders and sometimes drilling near electrical lines. If you aren't comfortable on a ladder, or the cable has to go through a fire-rated wall or ceiling, have it done professionally.

CHAPTER 8

# Hard Drives: How Many Days of Video You Keep

**Retention** means how far back your video goes. If your recorder keeps 21 days, then on the 22nd day the oldest video is recorded over. This is the single most important number in the whole system, and most owners don't know theirs.

## Why it matters

Problems often aren't noticed right away. A missing pallet, a damaged car in the lot, or an insurance claim that arrives two weeks later all depend on video that's still there. Many businesses aim for **at least 30 days**. Ask your insurance agent whether they expect a certain number.

## What decides how many days you get

- **Drive size**, in terabytes (TB). Bigger holds more.
- **Number of cameras**. Each one shares the same drive.
- **Picture quality and bit rate**. 4K cameras use far more space than lower settings.
- **Recording all the time or only on motion**. Motion-only recording stretches the days a lot, but you can miss things that happen slowly.

As an example from Reolink's own figures, a 3 TB drive holds about 44 days of continuous recording from one camera at one common setting. Add a second camera and that roughly halves. Reolink and other brands offer free online storage calculators where you type in your cameras and drive size.

## Choosing a drive

Recorders run 24 hours a day, so they need drives built for it. Western Digital's **WD Purple** line, for example, is made for constant video recording and is rated for up to three times the yearly workload of WD's desktop drives. Other drive makers sell similar surveillance lines. Check your recorder maker's list of compatible drives and the largest size it accepts.

HEADS UP

### Formatting erases everything

A new drive has to be **initialized** or **formatted** by the recorder before it records. Doing that to your existing drive erases all the video on it. Save any clips you need first.

## Find your number today

1. Open playback on the recorder screen or in the app.
2. Pick one camera and go to the earliest date on the calendar that has recordings.
3. Count the days from then to today. Write it on the cheat-sheet (Chapter 28).

TIP

### UniFi Protect owners

UniFi Protect lets you set how long each camera's recordings are kept, under each camera's recording settings, and a **Recording Manager** under **Settings** to change many cameras at once. Give less important cameras shorter retention to leave room for the ones that matter. Ubiquiti publishes which hard drives its recorders support; check it before buying one.

CHAPTER 9

# Setting Up a Recorder Safely

Most break-ins into camera systems don't happen through clever hacking. They happen because someone left the factory password in place or never updated the software. Ten minutes at setup prevents that.

## The first-day list

1. **Put the recorder somewhere locked and out of sight**, with air around it so it doesn't overheat.
2. **Connect it to your router** with a network cable, and plug in a monitor and the mouse that came with it.
3. **Create a strong admin password** during the setup wizard. Never keep "admin," "123456" or a blank password. Write it on the cheat-sheet and keep that somewhere private.
4. **Set the date, time and time zone** correctly. Police and insurers need accurate timestamps.
5. **Update the firmware**, the recorder's built-in software, from the app or the recorder menu (Chapter 23).
6. **Check the recording schedule**: around the clock, or motion only (Chapter 8).
7. **Turn on the screen lock** on the recorder's monitor if it has one, so a customer can't wander up and play back video.

GOOD TO KNOW

### Why default passwords matter

CISA, the federal government's cybersecurity agency, tells small businesses to replace every default password, and recommends changing the maker's default password before any device goes on your network. Cameras and recorders are exactly the kind of device it means.

## Separate the cameras from the rest of the business

If you have a business Wi-Fi with a separate guest network, never put cameras on the guest network. Better still, keep PoE cameras plugged into the recorder's own ports, which keeps them off your main network entirely. My **Business Wi-Fi & Guest Networks** guide explains networks in more detail.

WHAT THIS DOES FOR YOU

### What a careful setup does for you

A recorder with its own strong password, current software and correct clock is one you can trust in court and on an insurance claim, and one strangers can't peek into from the internet.

PART 3

# Everyday Use

Watching the business from your phone or computer, finding the moment you need without scrolling for hours, exporting a clip the police or your insurance company can use, and setting up after-hours alerts.

CHAPTER 10

# Watching from Your Phone or Computer

Every brand in this guide has a free app for watching live video and playing back recordings from anywhere with an internet connection. The first time, you link the app to your recorder. After that it's just a tap.

## Linking a recorder to the app

1. Download the brand's app from the App Store or Google Play. Check that the publisher is the real company.
2. Create an account using a **business email address** you'll keep, not a personal one an employee controls.
3. Tap **+** or **Add Device**.
4. Scan the **QR code** on the recorder's label, or type the **UID** or **Device ID** printed under it.
5. Enter the recorder's admin password (the one you created in Chapter 9) and give it a name, such as "Main Street shop."
6. Tap the recorder, then a camera, to see it live.

| Brand | App and how you add it |
|---|---|
| **Reolink** | Reolink app; tap **+**, scan the NVR's QR code. Remote access needs the recorder's UID feature turned on. |
| **Lorex** | Lorex Classic app for most recorders (formerly the Lorex app); Lorex Pro for professional NVRs. |
| **Swann** | Swann Security app. A recorder can be paired to only one Swann account. |
| **UniFi Protect** | UniFi Protect app, signed in with the UI account that owns the system. |
| **Ring** | Ring app; cameras are added during setup, grouped by location. |

## On a computer

A big screen is easier for watching several cameras at once or hunting through footage. Reolink offers a free **Reolink Client** program for Windows and Mac; UniFi Protect and Verkada work in a web browser; Ring has a web dashboard at ring.com. Download programs only from the brand's own website.

WHAT THIS DOES FOR YOU

### What this does for you

Check that the shop opened on time, see whether the snow got plowed, or glance at the lot when an alarm goes off at 2 a.m., without getting in the car.

HEADS UP

### Use the owner account only for yourself

Don't hand your own login to a manager. Give each person their own access instead (Chapter 14), so you can remove one person without changing your password everywhere.

CHAPTER 11

# Finding the Footage You Need

Recorders that record around the clock hold a lot of video. The trick is jumping straight to the right few minutes instead of watching a whole day.

## The basic way: the timeline

1. In the app, tap the camera, then **Playback**. On the recorder's own screen, right-click and choose Playback.
2. Pick the **date** on the calendar.
3. Slide the **timeline** to the hour you think it happened. Colored marks on the timeline usually show where motion or a person was detected.
4. Play at faster speed until you find it, then slow down.

## Shortcuts

- **Filter by event**: show only person, vehicle or motion clips. Reolink calls its version AI Video Search, under the magnifying glass in Playback, on supported models.
- **Watch several cameras at once** on the computer program to follow someone from the door to the counter.
- **Narrow the time** using other records: a receipt time, an alarm log, or a door-access log (Chapter 19).

TIP

### Write down the time as soon as you notice

If a customer complains or you find damage, note the date and approximate time right away and check the video that same day. It's much faster to search an hour than a week.

HEADS UP

### The clock runs out

Remember your retention number from Chapter 8. If your recorder keeps 14 days and the incident was 12 days ago, save the clip today.

CHAPTER 12

# Exporting a Clip for the Police or Your Insurance

When something happens, the police or your insurance adjuster will ask for a copy of the video. They can't use a clip that's still sitting inside your recorder, and a phone video of your monitor is a poor substitute. Here's how to make a proper copy.

## From the recorder to a USB flash drive (Reolink example)

1. Plug a working **USB flash drive** into the recorder's USB port.
2. On the recorder's screen, right-click and choose **Backup**.
3. Choose the camera or cameras, the video type and the start and end time, then click **Search**.
4. Preview the clips with the play button to make sure they're the right ones, then tick them.
5. If offered, choose **Export to MP4 Format** so it plays on any computer. Otherwise the files stay in the H.264 or H.265 format, which some computers can't open.
6. Click **Backup**, then **Start**. When it finishes, eject the flash drive from the recorder's USB management screen before pulling it out.

## From the phone app

Most apps let you download a clip in playback: mark a start and end, then save it to the phone. From there you can copy it to a computer or share it. For anything longer than a few minutes, the flash-drive method is more reliable.

## Make the copy hold up

- Include a little time **before and after** the event, and every camera that shows it.
- Keep the **original file**. Don't trim, edit or add music. Give the police a copy and keep one yourself.
- Write down the **camera name, date and time**, and note if the recorder's clock is off by a few minutes.
- Ask the officer or adjuster how they want it: many take a flash drive; some use a secure upload link.

WHAT THIS DOES FOR YOU

### What this does for you

A clean, complete clip with an accurate time stamp can be the difference between a claim that's paid quickly and one that drags on, and it gives the police something they can actually use.

SCAM ALERT

### Upload links you didn't ask for

Only send video through a link you got directly from the police department or your insurer. If an unexpected email or text asks you to "upload footage" or log in to your camera account, call the department or your agent at the number you already have.

CHAPTER 13

# After-Hours Alerts

Alerts tell your phone when a camera sees a person or movement. For a business, the trick is getting alerts at night and on Sundays, when nobody should be there, without your phone buzzing every time a customer walks in.

## Setting a schedule

1. Make sure your phone allows notifications from the camera app, in the phone's own Settings.
2. In the app, open the recorder's or camera's settings and find **Push Notifications**, **Alerts** or **Motion Settings**.
3. Turn alerts on, then open the **schedule**.
4. Mark only the hours the business is closed.
5. Choose **Person** (and **Vehicle** for the lot) instead of all motion, so blowing snow and headlights don't set it off.
6. Save, and test it one evening by walking past the camera.

TIP

### Use zones

Most cameras let you draw an area to watch, such as the back door but not the busy sidewalk. Fewer false alarms means you'll actually look when one comes in.

## What to do when an alert comes in

1. Open the live view and look. Don't go to the building alone if you see someone.
2. If there's a crime in progress, call **911**.
3. Save the clip the same day (Chapter 12).

STAY SAFE

### Your safety comes first

A camera is there so you don't have to confront anyone. Let the police handle a break-in. Equipment and stock can be replaced.

GOOD TO KNOW

### Professional monitoring

Some systems, such as Ring with a paid plan and its alarm, or an alarm company contract, offer people who watch alarms around the clock and call the police for you. That's a separate monthly cost; ask what's included and whether there's a contract.

PART 4

# Staff and Video

Giving a manager or family member their own access to the cameras, limiting what each person can see, and cleanly removing someone's access when they leave.

CHAPTER 14

# Giving Staff Their Own Access

Sooner or later a manager, a partner or a family member needs to see the cameras. The right way is to **share** the system with their own account, not to hand them your login. Most apps call this "sharing" or "shared users."

## Why separate logins matter

- You can **remove one person** without changing your own password.
- You can **limit** what they see: the sales floor, but not your office.
- Shared users usually **can't delete video or change settings**, so a mistake or a grudge can't wipe the recordings.
- Your owner account stays protected by your own password and two-step sign-in (Chapter 23).

## Reolink

1. In the Reolink app, open the recorder's **Device Settings** and tap **Share Device**.
2. Tap **Add Share User** and enter the person's Reolink account.
3. Choose **View Only** and pick which cameras they can see, or **Allow Management** for someone you trust to change settings.
4. The person opens their own Reolink app, taps **Add Device** and follows the invitation.

Reolink allows up to 20 shared users on a device.

## Lorex

In the Lorex Classic app, open the recorder's **Device Settings** and choose **Share Device**. The person needs their own Lorex account. Cameras on a recorder are shared through the recorder, not one by one. You can change or remove sharing at any time.

## Ring

Only the account owner can add, change or remove **Shared Users**. Open the app menu, choose **Shared Users** (in some versions it's under **Control Center**), pick the location and invite the person by email. You can turn off particular cameras for that person. Shared users can't delete videos, change device settings or invite anyone else.

## Swann, UniFi Protect and Verkada

- **Swann**: a recorder pairs with only one Swann Security account, and there's no separate guest access. If you must share, use a dedicated business login and change its password when someone leaves.
- **UniFi Protect** and **Verkada** are built for staff: you invite each person and give them a role (such as view-only) from the web dashboard.

HEADS UP

### Swann accounts and shared passwords

Because a Swann recorder allows only one account, anyone who knows that password can see everything. Keep the list short and change the password the day someone leaves (Chapter 15).

WHAT THIS DOES FOR YOU

### What this does for you

Your manager can check the floor on a snow day, your spouse can look in on the shop, and you keep full control. When someone moves on, one tap removes them.

TIP

### Keep a list

Write down who has camera access and what kind on the cheat-sheet (Chapter 28). Review it twice a year.

CHAPTER 15

# When Someone Leaves: Cameras

When an employee, manager or business partner leaves, especially on bad terms, take away their access to the cameras the same day. It takes a few minutes and closes a door you may not realize is open.

## Same-day checklist

1. **Remove them as a shared user** in the camera app (Chapter 14).
2. If they ever knew the **recorder's admin password** or the **owner login**, change it now.
3. If the app account was set up with **their email address**, move it to a business email you control before they go, or as soon as you can.
4. Check whether they had the **computer program** installed on a work computer with a saved password, and sign it out.
5. Remove their door codes, cards and fobs at the same time (Chapter 20).
6. Write the date on your cheat-sheet list.

HEADS UP

### If you think they might delete something

Shared users on most apps can't delete recordings, but anyone with the recorder's admin password can. If there's an incident you may need, export the clip first (Chapter 12), then change passwords.

## If you can't remove them

Sometimes the former employee set up the whole system on their own account, and you can't get in. Don't panic. You may need to reset the recorder and set it up again under your business account. Reset steps and what they erase are in Chapter 25. Export anything important before you reset.

TIP

### Set it up right from the start

Always create camera and lock accounts with a business email address that belongs to the business, not to one person. If you're the owner, it should be your login, with your phone for two-step sign-in.

WHAT THIS DOES FOR YOU

### What this does for you

No former employee watching your store from their couch, and no awkward conversation later. It's simply part of saying goodbye.

PART 5

# Doors: Keypads, Smart Locks, Cards and Fobs

The choices for controlling who gets in, from a simple keypad lock to card and phone systems, how to set schedules and read the door history, and what to do when someone leaves or loses a fob.

CHAPTER 16

# Keys, Keypads, Smart Locks or Cards?

"Door access" just means controlling who can open a door, and when. There are four common ways to do it, from simplest to most capable.

| Option | How people get in | Best for |
|---|---|---|
| Plain keys | A metal key | One or two people who never change |
| Keypad lock | A code typed on the lock, set at the lock | A small staff, one door |
| Smart lock (Wi-Fi) | A code or a phone app; codes managed from your phone | One or two doors, changing staff, cleaning crews |
| Card, fob or phone system | Tap a card, fob or phone on a reader wired to a controller | Several doors, more staff, a need for history and schedules |

## Questions that decide it

- **How many doors?** One back door is a smart-lock job. Four doors and a stock room point to a card system.
- **How many people, and how often do they change?** High turnover makes keys a headache.
- **Do you need to know who opened the door?** Keypads with one shared code can't tell you. Personal codes or cards can.
- **Is it a fire exit?** Then the rules in Chapter 21 come first.
- **Who will manage it?** You, a manager, or an installer you call?

WHAT THIS DOES FOR YOU

### What electronic access does for you

The biggest win is simple: when someone leaves, you delete their code or card. No locksmith, no wondering about copied keys.

TIP

### Keep one good key

Even with electronic locks, most have a key override. Keep that key, and know where it is, in case the batteries die or the system goes down.

CHAPTER 17

# Keypad and Smart Locks for a Small Business

A Wi-Fi smart deadbolt is often the easiest upgrade for a small shop's back door or an office. You manage the codes from an app, and each person can have their own.

## An example: Schlage Encode Plus

Schlage's Encode Plus Wi-Fi deadbolt is managed in the **Schlage Home** app. It holds up to **100 access codes**. In the Schlage Home app each code can be **always on**, **recurring** (for example, Tuesdays from 6 to 9 p.m.) or **temporary** (a start and end date). Codes and schedules already saved stay on the lock even if the Wi-Fi goes down.

## Adding a code for one person

1. Open the lock's app and choose the lock.
2. Find **Access Codes** (or Users) and tap **+** or **Add**.
3. Type the person's name, so the history shows who used it.
4. Choose the code, or let the app pick one.
5. Set the schedule: always, certain days and hours, or between two dates.
6. Save, and test the code at the door before you give it out.

> HEADS UP
>
> **Changing the code length erases codes**
>
> On the Schlage Encode Plus, changing how many digits the codes have deletes every existing code from the lock. Don't change it unless you're ready to re-enter everyone's code.

## Things to know about smart locks at a business

- **Batteries.** Most run on AA batteries. The app warns you when they're low; change them promptly.
- **One shared code is a bad idea.** Give each person their own so you can remove one without changing everyone's.
- **Commercial doors** with storefront glass, panic bars or heavy use often need commercial-grade hardware. Ask a locksmith whether a home-style deadbolt fits your door.
- **Owner account.** As with cameras, set it up with a business email (Chapter 15).

TIP

### Use it with your cameras

Put a camera where it can see the person at the keypad. Together, the lock history and the video tell you exactly who came in.

CHAPTER 18

# Card, Fob and Phone Systems

Bigger offices, clinics and multi-door buildings often use a **card or fob system**. A small **reader** sits by each door; a **controller** unlocks the door's electric lock when a valid card, fob or phone is held up; and a website or app manages it all. Most are installed by a dealer.

## The words you'll hear

| Word | What it means |
|---|---|
| **Credential** | Whatever a person uses to get in: a card, fob, PIN or phone. |
| **Reader** | The pad by the door that you tap. |
| **Controller or hub** | The box, often in a closet, that decides whether to unlock. |
| **Access level or group** | A set of doors and times, such as "Staff, Monday to Saturday, 7 a.m. to 7 p.m." |
| **Mobile credential** | A phone used as the key, through an app or a phone wallet. |

## Systems you may meet

- **UniFi Access** (Ubiquiti): each person is set up under **People**, and their PIN or NFC card is added under that person's **Credentials**. It can run alongside UniFi Protect cameras.
- **Verkada Access**: managed in Verkada's Command dashboard; users can unlock with a badge or with the **Verkada Pass** phone app, and doors are grouped into access levels.
- **Brivo**: a cloud system sold through dealers; staff can get a **Brivo Mobile Pass** by an emailed invitation.
- **Kisi**: a cloud system whose employee badges can live in **Apple Wallet**, so people hold an iPhone or Apple Watch to the reader.

GOOD TO KNOW

### Prices are by quote

These systems are usually priced through a dealer or by quote, often with a yearly software fee per door or per user on top of the hardware and installation. Get the yearly cost in writing, and ask what happens if you stop paying.

WHAT THIS DOES FOR YOU

### What a card system does for you

One screen shows every door, every person and every entry. A lost card is turned off in seconds, and doors can unlock and lock themselves on a schedule.

HEADS UP

### Make sure you're an administrator

If a dealer installs the system, ask for your own administrator login, not just a phone number to call. You should be able to remove a person at 9 p.m. on a Saturday without waiting for anyone.

CHAPTER 19

# Schedules, Codes and the Door History

Once each person has their own code or card, two features become very useful: **schedules**, which limit when a code works, and the **history** (sometimes called the activity log or event log), which shows who opened which door and when.

## Good uses for schedules

- A **cleaning crew** code that works only on their nights.
- A **delivery or contractor** code that works between two dates, then stops by itself.
- **Staff codes** that work during business hours plus an hour on each side.
- On card systems, a front door that **unlocks itself** during open hours and locks at closing.

## Reading the history

1. Open the lock or access app and find **History**, **Activity** or **Events**.
2. Pick the date. Each line shows the door, the person's name or code, and the time.
3. Note any entry that doesn't fit, such as a code used at 2 a.m.
4. Use that time to jump straight to the right video (Chapter 11).

TIP

### Name every code

History is only useful if each code has a person's name on it. "User 7" tells you nothing six months from now.

HEADS UP

### Auto-unlock and storms

If a door unlocks itself on a schedule, think about snow days and holidays. Most systems let you add holiday dates or override the schedule from the app. Check it before you close for a holiday.

WHAT THIS DOES FOR YOU

### What this does for you

You stop handing out codes that work forever, and when a question comes up, such as "Was the back door opened Sunday?", you have an answer in a minute.

CHAPTER 20

# Removing Someone, and Lost Fobs

The whole point of electronic access is how quickly you can take it away. Do it the same day someone leaves, and the moment you hear a card or fob is lost.

## When an employee leaves

1. Open the lock or access app.
2. Find the person under **Users**, **People** or **Access Codes**.
3. Delete their code, or remove or suspend the person. On UniFi Access, look under the person's **Credentials**; on Verkada, Command offers suspending or deleting an access user.
4. Collect their physical card or fob, but turn it off first in case it isn't returned.
5. Remove their camera access too (Chapter 15).
6. If you still use any metal keys, ask for them back and consider re-keying if one is missing.

## When a card or fob is lost

1. Turn that card or fob off right away. Don't wait to see if it turns up.
2. Check the door history (Chapter 19) for any use since it went missing.
3. Issue a new one and note the change on your list.

HEADS UP

### Shared codes have to be changed for everyone

If several people used the same keypad code, removing one person means changing the code for all of them. That's the best reason to give each person their own.

WHAT THIS DOES FOR YOU

### What this does for you

A lost fob is a two-minute fix instead of a locksmith bill, and an employee who leaves can't come back after hours.

PART 6

# Safety, Privacy and Security

Fire exits and electric locks, being fair and open with customers and staff about cameras, and keeping the system itself from becoming a way in for strangers.

CHAPTER 21

# Fire Exits and Electric Locks

Locking people **out** is the goal. Locking people **in** during a fire is the danger. Any door that people use to get out of the building in an emergency has rules, and electric locks on those doors have extra ones.

## The general principles

- An exit door must **open from the inside** easily, without a key, a code or special knowledge.
- **Magnetic locks**, the kind that hold a door shut with an electromagnet, release when power is cut. Fire codes generally require a way to release them from the inside, such as a push button or sensor, and they're typically tied to the fire alarm so they release when it sounds.
- Some electric locks stay locked when power fails ("fail secure") and others unlock ("fail safe"). Which one belongs on which door is a code question, not a preference.
- Rules depend on the kind of building and the code your area has adopted.

STAY SAFE

### Have exits checked, every time

Before you add any lock, keypad or electric hardware to an exit door, talk to a licensed locksmith or access-control installer, and check with your local fire department or fire marshal. Never chain, bar or padlock an exit door during business hours.

## What you can safely do yourself

- Put a smart deadbolt on a door that is **not** a required exit, such as an office door inside the shop, if your landlord agrees.
- Walk every exit once a month: it opens from inside, nothing is stacked in front of it, and the exit sign is lit.
- Ask your installer to show you how each electric lock behaves when the power is off.

GOOD TO KNOW

### Renting your space?

Your lease may say who can change locks and add wiring. Ask your landlord in writing before you install anything on a door.

CHAPTER 22

# Privacy, Signs, Sound and Employees

Cameras work best when everyone knows they're there. Being open about them discourages trouble, builds trust with your staff and keeps you on the right side of the law.

## Post a sign

A simple sign at each entrance, such as "Video recording in use," tells customers and visitors they're being recorded. It also tells a would-be thief the same thing. Signs are inexpensive at any hardware or office-supply store.

## Be careful with sound

Many cameras can record **audio** as well as video. Recording sound is where the law gets stricter: recording conversations you're not part of can fall under wiretap laws, and the rules differ from state to state. Many businesses simply **turn audio recording off** on every camera. If you want to record sound, ask your attorney first.

HEADS UP

### Audio is often on by default

Check each camera's settings for an **Audio** or **Record audio** switch. Some apps ask about audio during setup; others turn it on without asking.

## Your employees

- **Tell staff in writing** where cameras are and why. Many businesses put it in the employee handbook.
- **Never** put cameras in restrooms, changing areas or anywhere people expect privacy.
- Think twice about break rooms and private offices.
- Use cameras for **safety and security**, not to watch one person all day.
- If you have union employees or a specific workplace concern, talk to an attorney.

## Privacy masks

Most systems let you black out part of a picture, such as a neighbor's window or a pharmacy counter where customers discuss health. On Reolink it's under the camera's **Display** settings as **Privacy Mask**.

GOOD TO KNOW

### This is general information, not legal advice

Laws on cameras, audio and the workplace vary by state and change over time. For your situation, ask an attorney or your business insurance agent.

CHAPTER 23

# Keeping the System Itself Secure

A camera system that's connected to the internet is also a computer on your network. Treat it like one. These habits keep strangers from peeking in, and keep your recorder working.

## The short list

1. **Strong, unique passwords** on the recorder, every app account and every lock account. No defaults.
2. **Two-step sign-in** on the app accounts wherever it's offered. Reolink, for example, has 2-Step Verification on your Reolink account using an authenticator app, with backup codes.
3. **Update the firmware** on the recorder and cameras a few times a year, or turn on automatic updates. In the Reolink app it's in the recorder's settings under firmware update; Lorex recorders can check automatically.
4. **Don't open ports** on your router for the recorder unless an installer insists and explains why. The brand's app reaches the recorder without it.
5. **Keep the recorder locked up**, with its screen locked when nobody's using it.
6. **Review users** twice a year: cameras, locks and app accounts.

HEADS UP

### Don't power off during an update

A firmware update takes a few minutes and the recorder restarts on its own. Unplugging it in the middle can leave it unusable.

GOOD TO KNOW

### Older equipment

If you have a recorder from one of the makers mentioned in Chapter 4, or any recorder that no longer gets updates, keep it off the open internet and plan to replace it when the budget allows.

WHAT THIS DOES FOR YOU

### What this does for you

Your video stays yours, your cameras keep recording, and a weak password on a camera never becomes the way into your business computers.

PART 7

# Power, Problems and Scams

Keeping cameras and locks running through a power outage, fixing the problems that come up most, and the scams aimed at business owners with cameras.

CHAPTER 24

# Power Outages and Battery Backup

Thieves know that storms knock out power. A short outage shouldn't leave your business blind, and a power flicker shouldn't damage a recorder.

## Battery backup for the recorder

A **UPS** (uninterruptible power supply) is a battery box that plugs into the wall; you plug the recorder into it. When the power goes out, the recorder keeps running on the battery. Because PoE cameras get their power from the recorder (Chapter 5), they keep running too, as long as the recorder does.

- Also put the **internet modem and router** on a UPS if you want to watch from your phone during an outage.
- Add a separate PoE switch to the UPS if your cameras are powered from one.
- UPS batteries wear out after a few years. Most beep or show a warning when it's time to replace one.
- Look at the UPS maker's runtime chart to see how long it will last with your equipment plugged in.

> TIP
> **Test it**
> Once a year, during business hours, unplug the UPS from the wall and watch the cameras on your phone. Note how long they stay up. Plug it back in.

## Locks and outages

- **Battery smart locks** keep working without house power. Wi-Fi features stop until the internet returns, but saved codes still work at the keypad on locks like the Schlage Encode Plus (Chapter 17).
- **Card systems** usually have their own backup battery in the controller. Ask your installer how long it lasts and how each door behaves when it runs out (Chapter 21).
- Keep the **override key** where you can reach it.

WHAT THIS DOES FOR YOU

### What this does for you

Your cameras keep watching through the storm, your recorder doesn't get damaged by power blinks, and staff can still get in in the morning.

CHAPTER 25

# When Something Isn't Working

Most camera problems come down to a handful of causes. Work through these calmly before you buy anything.

## A camera shows "offline" or "video loss"

1. Check whether only one camera is affected, or all of them.
2. If only one: look at the cable at both ends, and try that camera in a different port on the recorder or switch.
3. If all: check that the recorder and the router are on. Restart the recorder from its menu, not by pulling the plug, if you can.
4. Look for a firmware update for the recorder (Chapter 23).
5. If a PoE camera works on a short cable but not the long one, the cable run may be damaged or too long.

## You can see the cameras at the shop but not on your phone

- Check the shop's internet is working.
- On Reolink, the recorder's **UID** feature must be on for remote viewing.
- Sign out of the app and back in, and update the app.

## You forgot the recorder's password

Many recorders offer a recovery option, such as security questions or a recovery email, if you set it up in advance. Some Reolink recorders, for example, support a recovery email while connected to the internet. If there's no recovery option, the last resort is a **reset**, which erases the settings, including user accounts. Check the brand's support page for your model number before you do it.

HEADS UP

**Before any reset**

Export any video you might need first (Chapter 12). A reset can erase settings, users and sometimes the recording schedule, and you'll have to set up the app connection again.

## A smart lock won't respond

- Change the batteries first. It's the most common fix.
- Check the Wi-Fi at the door; the app may show the lock as offline even though the keypad still works.
- Use the override key if you're locked out, then sort it out from inside.

**TIP**

### Call the right support line

Get the maker's support number from its own website, the box or your receipt, never from an ad at the top of a search. Chapter 26 explains why.

CHAPTER 26

# Scams Aimed at Business Owners with Cameras

Owners of camera systems get their share of scams. Knowing the common ones takes away most of their power.

## Fake tech support

You search for your camera brand's support number and call the first result, which turns out to be an ad for a scammer who wants remote access to your computer and a payment. Or someone calls you, claiming your cameras "have been hacked." Real companies don't call out of the blue, and the FTC says pop-ups and unexpected calls telling you to call tech support are scams.

SCAM ALERT

**"We noticed your camera was hacked"**

Hang up. Never let a caller remote into your computer or pay by gift card, wire or cryptocurrency. Look up the brand's real support number on its own website.

## Blackmail emails

An email says, "I hacked your camera and recorded you," sometimes quoting an old password of yours from a data breach, and demands Bitcoin. The FTC says these are scams. Don't pay and don't reply. Change that old password anywhere you still use it.

SCAM ALERT

**Old password in the email?**

It came from an old data breach, not from your cameras. It's a reason to change that password, not to pay.

## Fake police or insurance requests

A message asks you to upload footage or sign in to your camera account through a link. Only use links you got directly from the officer or adjuster, and call them back at a number you already have (Chapter 12).

## High-pressure door-to-door sales

Someone shows up offering a "free" camera system in exchange for a long monitoring contract. Take the paperwork, don't sign that day, and read the contract length and cancellation terms.

TIP

### Report it

Report scams to the FTC at ReportFraud.ftc.gov. If money was taken, call your bank right away.

PART 8

# Help and Your Cheat-Sheet

When it's worth having someone come out, and one place to write down everything about your system.

CHAPTER 27

# When to Call Bill

You can do a lot of this yourself, and I hope this guide helps. But some jobs go faster and safer with a hand. Here's an honest list of when a call makes sense.

## Good reasons to call

- You inherited a system and nobody knows the passwords.
- You need a clip exported for the police or your insurance today and can't get it off the recorder.
- You want help choosing between a recorder system and cloud cameras for your shop.
- You'd like cameras set up on your phone, and staff access set up properly with their own logins.
- An employee left and you want to be sure they can't see the cameras or open the doors.
- Cameras keep dropping offline, or alerts are driving you crazy.
- You want to know how many days your recorder actually keeps.

## What I'll send to a specialist

Some jobs belong to licensed trades: running cable through fire-rated walls, wiring electric locks on exit doors, and anything involving the building's electrical panel or fire alarm. I'll tell you plainly when that's the case.

## What working with me is like

I'm Bill, and I serve Portage County, Ohio, with more than 30 years of professional experience. I go at your pace, explain what I'm doing, and write down what we set up so you're not dependent on me.

FROM BILL

### How to reach me

**$49 remote · $99 in your home**, or at your business. Call **(330) 200-8042** or book a time at **billshometech.com/book**.

GOOD TO KNOW

### Who answers the phone

If I'm with another customer, Sophie, my AI receptionist, may answer the phone or the website chat. She can take your details and book a time for you.

CHAPTER 28

# Your Business Cameras & Door Access Cheat-Sheet

The essentials from this guide, on one page.

| Topic | Remember |
|---|---|
| **Retention** | How many days of video you keep. Aim for at least 30; check yours (Chapter 8). |
| **Export a clip** | USB flash drive in the recorder, Backup, pick time and cameras, MP4 (Chapter 12). |
| **Staff access** | Share with their own account, view-only, only the cameras they need (Chapter 14). |
| **Someone leaves** | Remove camera access, door codes and cards the same day (Chapters 15 and 20). |
| **Lost fob** | Turn it off right away, check the door history (Chapter 20). |
| **Exit doors** | Must open from inside without a key; ask a pro before adding locks (Chapter 21). |
| **Audio** | Usually best off. Ask an attorney before recording sound (Chapter 22). |
| **Security** | No default passwords, two-step sign-in, firmware updates (Chapter 23). |
| **Power** | Recorder, router and PoE switch on a battery backup (Chapter 24). |

## Write it down once

| Item | Yours |
|---|---|
| Camera brand and recorder model | _____ |
| Where the recorder is | _____ |
| App account email | _____ |
| Recorder admin password kept at | _____ |
| Days of video it keeps | _____ |
| Lock or access system and app | _____ |
| Override key kept at | _____ |
| Installer or dealer and phone | _____ |
| Who has camera access | _____ |
| Who has codes, cards or fobs | _____ |

HEADS UP

### Keep this private

Store this somewhere locked, not taped to the recorder. Write where the password is kept, not the password itself, if others might see it.

## When something's wrong, in order

1. If anyone is in danger or a crime is happening, call **911**.
2. Save the video of the incident today (Chapter 12).
3. If a code, card or login may be in the wrong hands, turn it off now (Chapters 15 and 20).
4. Check power and internet at the business (Chapters 24 and 25).
5. Look up the maker's real support line on its own website.
6. Still stuck? Call Bill at **(330) 200-8042**.