SECURITY AND SURVEILLANCE
FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is Panther911?

Panther911 is the 1st in Malaysia offering 24 Hours Real-Time Monitoring & Guarding Command Centre developed by Digistar.

2. How different between Panther911 and other alarm CMS?

Panther911 provides 24 Hours Real-Time Monitoring and Guarding Command Centre equipped with state-of-the-art security facilities to prevent intrusion even before it happens via CCTV & Live Verbal Warning to chase away the intruders immediately.

3. How Panther911 works?

Panther911 Central Monitoring System (CMS) agent will verify whether it is genuine break-in or a false alarm by our unique 3-Line Zone software built into our camera and issue a 3 Step Alert immediately to chase the intruder away upon genuine break-in confirmation. At the same time, CMS agent will contact the nearest police station and inform owner on the break-in incident.

4. What are the 3 step alerts?

3 step alerts is a response given by CMS agent to chase an intruder away. 1st and 2nd steps are pre-recordings followed by siren alert and the 3rd step is actual Real Live Verbal Warning Audio.

5. What is the minimal requirement for internet connection to install Panther911?

Minimum of 1Mbps for download speed & 384Kbps for upload speed.

6. Does Panther911 provide warranty on the equipment?

Yes, Panther911 provides the equipment warranty as long as it is within the contract service period.

7. How long is the process of getting Panther911 CMS installed at my property?

Panther-911's authorised installer will contact you within 72 working hours to set installation an appointment. It will depend on our installer's and your availability.

8. What is Panther911 camera specifications?

Panther911 is using 1.3 Megapixels 720HD IP infrared camera.

9. Does your camera function normally at night or total darkness?

Yes, our camera is equipped with infrared function.

10. What if I terminatePanther911 CMS service before or within the contract period?

There will be a 6 months subscription fee penalty charge imposed to you according to your subscription package.

11. What if I relocate to another location? Can I continue the service?

Yes, kindly contact Panther911 customer service HOTLINE at 1-300-229-911 or General Hotline at 019-2281 911 to update your new location. An installation fee will be charged for relocation to the new premise.

12. Why do I need to pay installation fee again when I move to another location?

Your current cabling cannot be used again and we need to assign an installer to lay down the new cabling and system configuration.

13. How Panther911 command centre able to handle more than 10,000 customer?

Panther911 has 6 command centres that operate 24 hours a day x 7 days a week staffed by 6 highly trained CMS agent on every shift and supervised by a supervisor or operation manager.

14. Does Panther911 CMS provide insurance coverage in case there isa successful break-in to my property?

No. Panther911 will provide up-to-date evidence to police for investigation & insurance claim. Customers are advised to purchase householders/house owners insurance for residential property or burglary insurance for commercials/retails/offices/corporates owner.

15. Can I monitor my premises by myself?

Yes, you can download Panther911 CMS Application (i-VMS4500) on the Google Play Store or Apple App Store to login monitor but it is without verbal warnings or storage functions.

16. **What will happen if there is electricity failure or tampering by intruders, will Panther 911 still operate?**

Yes, each Panther 911 Package comes with UPS backup battery that will be activated once it detects an electrical failure and will continue to run for up to 2 hours of monitoring.

17. **What will happen if there is an internet connection failure or ift it is disconnected by intruders, will Panther 911 still operate?**

Yes, each Panther 911 Package come with 3G backup internet connectivity that will be activated once it detects an internet connection failure.

18. **What is the warranty period on the equipment?**

The warranty period has been outlined in the service contract signed by customers which covers only manufacturing defects of Panther911 equipment.

19. **Will Polis DiRajaMalaysia (PDRM) recognize Panther911 CMS?**

We have signed SAFECAM Partnership with Polis DiRaja Malaysia (PDRM) on 25 April 2014. PDRM recognised the existent of Panther911 and will support the rescue process according to their Standard Operating Procedures (SOP).

20. **What happens if Panther-911's panic button is pressed?**

It will immediately trigger a notification with our Central Monitoring Command Centre and alerts our CMS agents who will turn on the live view IP camera to monitor the actual situation. The assigned CMS agent will proceed with our Standard Operating Procedures (SOP) based on the situation.

21. **What will happen when your agent try to contact me and I am abroad or unreachable when there is a potential break-in?**

Upon notification, our Central Monitoring System (CMS) agent will verify whether it is a genuine break-in or a false alarm cases. In the case of a genuine break-in, our CMS agent will issue the 3-Step Alert immediately to deter the intruder. At the same time, our CMS agent will contact the nearest police station. We would require customers to provide us at least 3 reachable contact numbers and their email. If all numbers have failed to be contacted, we will send an email and SMS to update you on the situation.

22. What happen if someone try to block / move the camera angle?

Our IP Cameras are equipped with tampering features which will immediately notify our Command Centre upon blocking / moving or tilting the camera.

23. Can we integrate our existing CCTV with Panther 911?

No it's not possible.

24. Does Panther-911 provide customers with DVR or NVR devices that store all the video or picture?

We do not provide DVR or NVR devices to customers but we store the videos and pictures remotely at our highly secure Data Centre.

25. Am I allowed to disarm Panther911?

No any disarmament is not allowed.

26. How long will Panther911 store the video or picture?

We will store videos or pictures for up to 7 days unless it is an "incident" video, which we would store at our data centre for 90 days.

27. How can we reach Panther911?

- Panther 911 Hotline number (9am-6pm): 1-300-229-911
- Emergency line (24 hours): 019-2291 911
- SMS "Call Me 911": 019-2271 911
- Whatsapp: 019-2271 911
- Email :askme@panther911.com