

Ajax Visual Verification Service (Image Monitoring)



Revision Date: 7/10/2025

Product explanation:

Ajax Systems can send photos from their motion camera devices. These are passive infrared motion detectors equipped with a still photo camera. Images can be a series of 1-5 stitched together to form a GIF. These images are sent on alarm. Additionally, the photo-on-demand (PHOD) models can send on demand, by scenario or by schedule.

NOTE

A HUB (control panel) is needed and supported devices are MotionCam, MotionCam Outdoor, MotionCam Outdoor HighMount (coming soon) and PHOD models

Triggered events are sent to the end-user in-App and to the monitoring station or as programmed by the alarm company.

An operator will view the images and follow the response procedures selected using the online form. Bucket plans are always recommended and can be removed or updated monthly.

MotionCam (PhOD)



Before you begin, please complete the following.

First, you need to have an Ajax Pro account created in the Ajax App and create a Company account in the Ajax Pro Desktop software.

Please see 3 steps to a great start with Ajax located on this website.

Second, please get in touch with Southwest Dispatch Center Dealer Services to obtain a customer account number for programming.

Dealer Services 877-437-4056

Third, complete the online form (*Add Video to Existing Account*) located under the Customer Data Forms section on the dealer side of the Southwest Dispatch Center website. <https://southwestdispatch.com/dealer-portal/>

Pricing

Video Activations are video alarms processed by an operator. Pricing includes **10** video activations for **\$5**.

- **OVERAGES** are **\$2** each. Please see Bucket Plans options below.

NOTE: This fee is in addition to the account base fee. It does not include any third-party fees or any other account fees.

- If you are using the AJAX Sim service there is an additional **\$4.00** charge.

Site Fee \$5 – (Includes **10** activations) A site is the same address with unlimited amount of cameras.

Available Bucket Plans:

- 10 Video Alarm Activations (\$15 / \$1.50ea)
- 50 Video Alarm Activations (\$75 / \$1.25ea)
- 100 Video Alarm Activations (\$100 / \$1.00ea)

Cloud video storage plans available for additional fee's.