

A SURVEILLANCE SYSTEM

Field of the Invention

- 5 The present invention relates to a surveillance system and method, and, in particular, although not exclusively, to a surveillance system and method for monitoring an Automated Teller Machine (ATM).

Background of the Invention

10

It is known to provide a surveillance system for monitoring an Automated Teller Machine (ATM) of the type including a local monitoring system arranged to monitor the ATM, record video images of the ATM, and determine when an alarm situation exists; and a remote surveillance station in communication with the monitoring system. When an
15 alarm situation is detected, an alarm signal is sent to the remote surveillance station and on receipt of the alarm signal a user instructs a response team to investigate and physically view the recorded video images.

However, this type of surveillance system is relatively unsophisticated and tends to be
20 unreliable.

Summary of the Invention

In accordance with a first aspect of the present invention there is provided a surveillance
25 station for a surveillance system, the surveillance station comprising:

a network interface arranged to facilitate communications with a monitoring system arranged to monitor a facility, the monitoring system located remotely relative to the surveillance station;

the surveillance station being arranged to receive an alarm signal from the
30 remote monitoring system indicative that an alarm situation exists at a monitored facility;

the surveillance station further comprising a display arranged to display information indicative of the alarm situation; and

a user input device arranged to enable selection of an alarm situation;

the surveillance station further being arranged to send a media feed request signal to a remote monitoring system associated with the selected alarm situation, and to display images associated with the media feed when the media feed is received from the remote monitoring system;

5 wherein the surveillance station is arranged to display information indicative of at least one available response team; and

 wherein the surveillance station is arranged to facilitate deployment of an available response team by facilitating selection of the information indicative of the response team.

10

In one embodiment, the surveillance station is arranged to display a map representation on the display and information indicative of the alarm situation on the map representation at a location representative of the location of the facility associated with the alarm situation.

15

In one embodiment, the surveillance station is arranged to show information indicative of the or each monitored facility on the map representation.

In one arrangement, the information indicative of a monitored facility comprises a facility
20 icon.

In one arrangement, the information indicative of the alarm situation comprises a modified facility icon. The facility icon may be modified by flashing the facility icon, or changing the colour of the facility icon.

25

In one arrangement, the information indicative of the alarm situation comprises an alarm icon displayed on or adjacent the facility icon.

In one embodiment, the surveillance station is arranged to facilitate selection of an alarm
30 situation by facilitating selection of the information indicative of the alarm situation on the map representation.

In one embodiment, the surveillance station is arranged to display a list indicative of all alarm situations.

35

The surveillance station may be arranged such that selection of an alarm situation in the list causes display of a map representation including information indicative of the location of the facility associated with the alarm situation.

- 5 In one embodiment, the surveillance station comprises a touch screen associated with the display to facilitate selection of an alarm situation.

In one embodiment, the surveillance station comprises a keyboard and/or a mouse, the surveillance station being arranged to facilitate selection of an alarm situation on the map
10 representation using the keyboard and/or mouse.

In one embodiment, the surveillance station is arranged to display the images associated with the media feed on the display when the media feed is received from the remote facility. The images associated with the media feed may be displayed in a window on or
15 adjacent the information indicative of the selected alarm situation.

In one embodiment, the surveillance station is arranged to display the images associated with the media feed on a further display separate to the display on which information indicative of the alarm situation is displayed.
20

In one embodiment, the surveillance station is arranged to display images associated with a plurality of media feeds.

In one arrangement, the surveillance system is arranged to process images associated with the media feed. The surveillance system may be arranged to process images
25 associated with the media feed so as to perform facial recognition, geo-fencing or detection of occlusion tampering.

In one embodiment, the surveillance system is arranged to carry out diagnostic checks
30 on the or each monitoring system.

In accordance with a second aspect of the present invention there is provided a surveillance system comprising:

a surveillance station according to the first aspect of the present invention;

a monitoring system comprising:

5 an image capturing device arranged to capture images of the facility desired to be monitored; and

a trigger determiner arranged to determine whether an alarm situation exists at the facility;

10 the monitoring system being arranged to transmit an alarm signal indicative that an alarm situation exists at the facility to the surveillance station when an alarm situation is determined to exist; and

the monitoring system being arranged to receive a media feed request signal associated with a selected alarm situation from the surveillance station, and to send a media feed including images captured by the image capturing device to the
15 surveillance station when the media feed request signal is received; and

a communications network arranged to facilitate communications between the surveillance station and the monitoring system.

In one embodiment, the capturing device comprises at least one video camera.
20

In one embodiment, the monitoring system comprises a recording device arranged to record images captured by the image capturing device.

In one embodiment, the recording device is arranged to record images substantially
25 continuously.

In one embodiment, the recording device is arranged to record images periodically.

In one embodiment, the facility desired to be monitored comprises an ATM.
30

In one embodiment, the monitoring system comprises a plurality of image capturing devices arranged to capture images of one or more facilities.

In one arrangement, the surveillance system comprises a plurality of monitoring systems.
35

In one embodiment, the communications network comprises a mobile wireless communications network.

A monitoring system is described that comprises:

- 5 an image capturing device arranged to capture images of a facility desired to be monitored;
- a trigger determiner arranged to determine whether an alarm situation exists at the facility; and
- a network interface arranged to facilitate communications with a remotely located
- 10 surveillance station;
- the monitoring system being arranged to transmit an alarm signal indicative that an alarm situation exists at the facility to the remote surveillance station when an alarm situation is determined to exist; and
- the monitoring system being arranged to receive a media feed request signal
- 15 associated with a selected alarm situation from the surveillance station, and to send a media feed including images captured by the image capturing device to the surveillance station when the media feed request signal is received.

In accordance with a third aspect of the present invention, there is provided a method of

20 surveilling a facility, the method comprising:

- at a monitoring system, capturing images of a facility desired to be monitored;
- determining whether an alarm situation exists at the facility;
- transmitting an alarm signal indicative that an alarm situation exists at the facility
- to a surveillance station when an alarm situation is determined to exist;
- 25 communicating one or more alarm situations to a user at the surveillance station;
- sending a media feed request signal associated with an alarm situation to the monitoring system in response to selection of an alarm situation by a user at the surveillance station;
- sending a media feed associated with the selected alarm situation from the
- 30 monitoring system to the surveillance station when the media feed request signal is received, the media feed including images captured by the image capturing device; and
- displaying images associated with the media feed at the surveillance station when the media feed is received from the monitoring system;
- displaying information indicative of at least one available response team at the
- 35 surveillance station; and
- facilitating selection of a response team by facilitating selection of the information

indicative of an available response team displayed at the surveillance station.

The method may comprise displaying a map representation and information indicative of the or each monitored facility on the map representation.

5

In one embodiment, the method comprises using the locations of the communicated alarm situations to determine whether one or more of the alarm situations is likely to be a false alarm.

- 10 In one embodiment, the method comprises using the locations of the communicated alarm situations and information indicative of the weather at the locations to determine whether one or more of the alarm situations is likely to be a false alarm.

- The method may comprise facilitating selection by a user of the information indicative of
15 an alarm situation on the map representation.

In one embodiment, the method comprises displaying a list indicative of a plurality of alarm situations.

- 20 The method may comprise displaying a map representation including information indicative of the location of the facility associated with the alarm situation when an alarm situation is selected by a user from the list.

- The method may comprise facilitating selection of an alarm situation using a touch
25 screen.

In one embodiment, the method comprises displaying information indicative of a response team on the map representation.

- 30 The method may comprise using the information indicative of the alarm situation on the map representation and the information indicative of a response team on the map representation to determine which response team to deploy to the facility associated with the alarm situation.

- 35 The method may comprise deploying a response team in response to selection of the information indicative of the response team on the map representation.

In one embodiment, the method comprises using the images associated with an alarm situation displayed at the surveillance station to determine whether to deploy a response team to the facility associated with the alarm situation.

- 5 In one embodiment, the method comprises processing images associated with the media feed so as to perform facial recognition, geo-fencing or detection of occlusion tampering.

In one embodiment, the method comprises carrying out diagnostic checks on the or each monitoring system.

10

The method may comprise recording images captured by the image capturing device.

In one embodiment, the method comprises capturing images associated with a plurality of facilities.

15

Brief Description of the Drawings

The present invention will now be described, by way of example only, with reference to the accompanying drawings, in which:

20

Figure 1 is a schematic block diagram of a surveillance system in accordance with an embodiment of the present invention;

Figure 2 is a diagrammatic representation of a map shown to a user at a remote
25 surveillance station of the surveillance system shown in Figure 1; and

Figures 3 and 4 are flow diagrams showing a surveillance method according to an embodiment of the present invention.

30 Description of Embodiment of the Invention

The present surveillance system operates such that a facility is monitored for an alarm situation and when an alarm situation at the facility is detected, an alert is sent to an operator at a remotely located surveillance station. In response to the alert, the operator
35 is able to request transmission of a media feed, such as substantially live still images

and/or video images captured at the facility, for example in order that the operator can assess the alarm situation. If necessary, a response team or the police can be alerted.

Referring to Figure 1, a schematic block diagram of a surveillance system 10 for

5 monitoring a facility according to an embodiment of the invention is shown. In this example, the monitored facility 12 is an Automated Teller Machine (ATM), although it will be understood that the facility 12 may take the form of any machine, building or location desired to be monitored.

10 The surveillance system 10 comprises a monitoring system 14 located in the proximity of the facility 12 and arranged to monitor the facility 12, and a remotely located surveillance station 16 in communication with the monitoring system 14 through a communications network, in this example including the Internet 17.

15 While the present embodiment is described in relation to one facility 12 and one associated monitoring system 14, it will be understood that a plurality of facilities 12 may be monitored by one monitoring system 14, or a plurality of facilities 12 may be monitored by a plurality of monitoring systems.

20 The monitoring system 14 includes an image capturing device, in this example a camera 18, arranged to capture still and/or video images of the facility 12 or parts of the facility 12, and a recording device 20, for example in the form of a digital video recorder, arranged to record the images captured by the camera 18. In this example, the camera 18 is a CCTV video camera.

25

In this example, the monitoring system 14 is arranged such that video images are continuously captured and stored in the recording device 20, or such that one or multiple still or video images are captured periodically, such as at a rate of 30 images per second, and stored in the recording device 20. However, it will be understood that any

30 suitable capturing and recording process is envisaged. In the present example, multiple video cameras are provided, with each camera 18 arranged to capture images of the facility 12 from a different location or different angle. In a case wherein the facility is a bank branch or part of a bank branch, image capturing devices may for example be located in different rooms of the branch.

35

The monitoring system 14 also includes a trigger determiner 22 arranged to determine whether an alarm situation has occurred in relation to the facility 12, and to produce an alarm trigger signal when such a determination is made. In this example, the trigger determiner 22 may include one or more sensors configured so as to indicate whether for
5 example a door has been opened without authorization, a fire has started, an unauthorized person is present in a defined area, an attempt has been made to tamper with the facility 12, or any other event has occurred that is not authorized or is defined by operators of the system to be sufficient to warrant an alarm situation. Consequently, an alarm situation may include a fire alarm, an unauthorised access or a potential theft. The
10 trigger determiner 22 may also produce an alarm trigger signal when a lost or stolen credit card is used, and/or may be arranged to produce an alarm trigger signal in response to analysis of images captured by the camera 18.

The monitoring system 14 also includes a control unit 24 arranged to control and
15 coordinate operations in the monitoring system 14. In particular, the control unit 24 is arranged to receive alarm trigger signals from the trigger determiner 22, and in response to receipt of an alarm trigger signal to generate an alarm signal and cause the alarm signal to be communicated through a network interface 26 to the remote surveillance station 16 through the communications network 17, 30. In order that the surveillance
20 station 16 may readily identify the facility 12 associated with the alarm signal, the monitoring system 14 may be arranged to add meta data indicative of the facility 12 to the alarm signal.

In this example, the network interface 26 comprises a mobile wireless communications
25 interface having an associated wireless transceiver 28, and may be of High Speed Packet Access type (3.5G), although it will be understood that any suitable communications interface is envisaged. In this example, the network interface is of HSUPA type.

30 In the present embodiment, the network interface 26 communicates with a mobile wireless communications network 30, and the mobile network 30 communicates with the surveillance station 16 through the Internet 17 or through a high bandwidth digital leased circuit.

However, it will be understood by a person skilled in the art that the monitoring system 14 and the surveillance station 16 may communicate with each other using any type of communications network including a wide area network (WAN), which may include the Internet, or other networks such as a LAN, CAN (campus area network) or MAN
5 (metropolitan area network).

The monitoring system 14 in this example also includes a media server 32 arranged to serve a media feed, such as a video feed, received from the image capturing device 18 to the surveillance station 16 through the communications network 17, 30 when
10 requested by the control unit 24. While the present example includes a media server 32 and a separate recording device 20, it will be understood that the media server 32 and recording device 20 may be integrated together.

The media server 32 or combined media server/recording device is arranged to receive
15 communications from the surveillance station 16, in particular a media feed request signal produced in response to user input at the surveillance station 16 and, in response to the media feed request signal, to stream media captured by the camera 18 through the network interface 26 to the surveillance station 16.

20 As an alternative, the control unit 24 may be arranged to receive a media feed request signal produced in response to user input at the surveillance station 16, and to instruct the server 32 to stream media captured by the camera 18 through the network interface 26 to the surveillance station 16 when a media feed request signal is received.

25 In order that the surveillance station 16 may readily identify the facility 12 associated with a received media stream, the monitoring system 14 may be arranged to add meta data indicative of the facility 12 to the alarm signal, the meta data for example comprising identifying information associated with the facility 12 and/or the capturing device 18 such as the location of the relevant monitored ATM 12, and the location of the capturing
30 device 18 relative to the ATM 12.

The remote surveillance station 16 comprises a network interface 40 arranged to facilitate communications with the monitoring system 14 through the communications network 17, 30, a processor 42 for controlling and coordinating operations at the
35 surveillance station 16, a display 44 for displaying information associated with one or

more monitored facilities 12 to one or more users at the surveillance station 16, and a user input device 46, in this example in the form of a touch screen associated with and disposed over the display 44. Drivers 48 are also provided for controlling the display and the user input device 46.

5

The display 44 is arranged to display a representation of each facility 12 associated with the surveillance system 10 such that the facility 12 can be identified by a user at the surveillance station 16. For example, the display may show several ATM machines together with information indicative of the location of each ATM machine. In the present
10 example, as shown more particularly in Figure 2, a map representation 50 is shown on the display, with the map representation 50 including icons 52 representative of monitored facilities such as monitored ATM machines disposed at representative locations on the map. In this example, the map representation depicts Singapore and the icons 52 represent monitored ATM machines in Singapore.

15

The display 44 may also show response team icons 54 representative of the locations of response teams responsible for responding to alarm situations, for example attending a facility after an alarm situation has been raised in relation to the facility 12.

20 The surveillance station 16 operates such that when an alarm signal is received by the surveillance station 16 from a monitoring system 14, the processor 42 causes the map shown on the display to be modified so as to provide an indication as to the relevant facility 12 that is experiencing an alarm situation. For example, the relevant facility icon 52 associated with the facility 12 that is experiencing an alarm situation may be modified
25 so as to flash, change colour, so that an additional alarm icon 56 is displayed, so that text indicative of the alarm situation is displayed adjacent the facility icon 52, or in any other way.

In response to an indication of an alarm situation, a user at the surveillance station 16 is
30 able to select the facility 12 associated with an alarm situation by selecting the relevant facility icon 52, for example using the touch screen 46, and in response to selection of a facility icon 52, the processor 42 causes a media feed request signal to be sent from the surveillance station 16 to the relevant monitoring system 14. The media feed request signal in this example includes information indicative of the facility 12 in relation to which
35 a media stream is desired. In response to receipt of the media feed request signal, the

monitoring system 14 associated with the relevant monitored facility 12 directs a media feed from the relevant capture device 18 through the communications network 17, 30 to the surveillance station 16. On receipt of the media stream at the surveillance station 16, images, in this example video images, representative of the media stream are displayed
5 to a user, for example on the display 44, or on a separate display (not shown). In one example, the video is displayed on the display 44 in a window adjacent the relevant facility 12. In an alternative example, the video is displayed on the entire display 44 and in this way replaces the map representation 50.

- 10 In an implementation wherein multiple cameras are provided at a facility, for example multiple cameras 18 associated with each ATM, the surveillance station may be arranged so as to allow a user to select one or more media feeds from any one or more of the cameras 18 associated with the facility, or from any one or more of the cameras 18 associated with multiple facilities 12. If multiple media feeds are selected, video
15 representative of the media streams may be simultaneously presented to the user, for example on the display 44.

In response to viewing the media streams, the user may choose to direct a response team to respond, for example because the video indicates that a theft is in progress.

- 20 This may be implemented by selecting a response team icon 54 shown on the map representation 50, for example using the touch screen 46, a keyboard and/or a mouse.

While the present example is described in relation to a user input device in the form of a touch screen 46 disposed over the display 44, it will be understood that other input
25 devices are envisaged. For example, the input device may comprise a keyboard, a mouse and/or a voice enabled user interface.

- It will be understood that in this example the processor 42 is arranged to control and coordinate operations at the surveillance station 16 by implementing one or more
30 processes, for example using a CPU, a memory and associated programs stored in the memory. However, it will be understood that other implementations are envisaged, such as implementations wherein the processes are carried out using dedicated hardware.

- For example, a first process 60 may be arranged to detect an incoming alarm signal and
35 send appropriate control signals to the drivers 48 to cause the map representation

shown on the display to be modified so as to show an alarm icon 56 adjacent the facility associated with the alarm signal experiencing an alarm situation.

A second process 62 may be arranged to detect an input from a user indicative of

- 5 selection of a facility experiencing an alarm situation, such as selection of the alarm icon 56 using the touch screen 46, to produce a media feed request signal including appropriate information identifying the selected facility 12, and to cause the media feed request signal to be sent to the relevant facility 12.

- 10 A third process 64 may be arranged to coordinate reception of a media stream from the relevant facility 12 and to direct the incoming media stream to the drivers 48, for example for presentation on the display 44.

It will be understood that other arrangements are possible for instigating a media feed as

- 15 an alternative to representing monitored facilities 12 on a map representation 50, communicating an alarm situation to a user at the surveillance station 16 by modifying the map representation in some way, and instigating a live media feed of a facility by selecting of the facility on the map representation. For example, the surveillance station 16 may be arranged to show a list of facilities with associated alarm situations on the
- 20 display 44, with each facility in the list being selectable by a user at the surveillance station 16. After selection of a facility, for example using the touch screen 46, a mouse and/or keyboard, or in any other way, a map representation may be displayed indicating the location of the facility together with a media feed for the facility.

- 25 However, it will be understood that various arrangements are possible for selecting a facility and subsequently displaying a media feed, the important aspect being that an indication of an alarm situation at a facility is first communicated to a user at the surveillance station, and the user is then able to subsequently controllably instigate a media feed from the facility.

30

In the present embodiment, the media stream transmitted to the surveillance station 16 represents a substantially live feed of video images. In an alternative embodiment or in addition, the security system 10 may be arranged to enable media stored in the storage device 20 to be communicated to the surveillance station 16 on request.

35

It will be understood that the surveillance system 10 may also be arranged to enable a user at the surveillance station to request a media stream from a selected facility 12 even though an alarm situation has not occurred, for example by appropriate activation of a facility icon 52 on the map representation 50, or in any other way.

5

It will also be understood that by displaying indications to a user as to the facilities with associated alarm situations, it is possible for the user to make a determination as to whether one or more of the alarm situations represents a false alarm situation or a real alarm situation based on the locations of the alarm situations. For example, in an embodiment wherein alarm indications are shown at representative locations on a map, if multiple alarm situations exist at relatively close locations, this may indicate that a localized event such as weather may be at least partly causing the alarm situations. By comparing the alarm locations with weather information, it is possible to draw a conclusion as to the likelihood of a false alarm, for example because a storm is present at a location.

The surveillance station may also include image processing functionality, for example implemented as an image processing routine 66 by the processor 42. The image processing routine may perform facial recognition, geo-fencing or detection of occlusion tampering.

Facial recognition is associated with the verification of personal identities on the basis of a digital image or video frame. Certain features of a face are extracted and calculated and compared to a reference image stored in a database.

25

Geo fencing is typically used for child location services. A geo fence is a virtual perimeter of a geographic area. If a device or a person leaves the geo fence, an alarm situation will be triggered.

30 Detection of occlusion tampering may be conducted when the camera has been spray-painted and therefore is prevented from capturing proper images.

In accordance with a specific embodiment of the present invention, software programs performing the functions described above or other functions such as diagnostic checks on components of the or each monitoring system 14, or other image processing are

35

implemented at the surveillance station 16. Accordingly, there is no need to implement any additional software programs or provide separate hardware devices for analysis, maintenance, diagnostics or further image processing at a facility.

- 5 In the present example, the surveillance station 16 is arranged to carry out diagnostic checks periodically on the or each monitoring system, at least on the image capture devices 18.

Further, since image processing takes place at the surveillance station 16, software
10 updates or back-ups can be executed at the surveillance station. This has the particular advantages of increasing security, cost and time savings since it is not necessary to maintain or update this type of software at the monitoring systems 14.

An example surveillance method using the surveillance system 10 shown in Figures 1
15 and 2 will now be described in relation to Figures 3 and 4.

Figure 3 shows a flow diagram 70 illustrating a method of communicating an alarm situation to a user disposed at a surveillance station 16 remotely located relative to at least one facility 12 desired to be monitored.

20

One or more facilities 12, in this example ATM machines, are monitored by one or more respective monitoring systems 10 using one or more cameras 18 arranged to capture video of the vicinity of the ATM machines. As indicated at step 72, the or each monitoring system 10 is arranged to detect when an alarm situation occurs in relation to
25 a facility 12, for example using sensors and/or other detection devices. As indicated at step 74, if an alarm situation is detected, the relevant monitoring system 14 transmits an alarm signal to the surveillance station 16 which uses the alarm signal to communicate to a user that an alarm situation exists in relation to a facility.

30 The flow diagram 80 shown in Figure 4 indicates at steps 82 and 84 that the surveillance station 16 detects selection by a user of an ATM experiencing an alarm situation, and in response sends a media feed request signal to the relevant monitoring system 14. As indicated at steps 86 and 88, when the relevant monitoring system 14 receives the media feed request signal, the relevant monitoring system 14 causes the requested
35 media feed to be transmitted to the surveillance station for presentation on the display.

In this particular example, since response team icons 54 representative of mobile surveillance teams are also displayed on the map 50 or otherwise communicated to a user, the user at the surveillance station 16 is able to alert the surveillance team nearest
5 to or most appropriate for the ATM 12 experiencing the alarm situation. As a consequence, the response time may be reduced. In addition, the user may also send regular updates to the mobile surveillance team.

In order that the current location of the mobile surveillance teams can be accurately
10 displayed at the surveillance station 16, the mobile surveillance teams may be provided with GPS devices and appropriate communications equipment capable of communicating the current location of the surveillance team to the surveillance station 16.

15 It will be appreciated that since transmission of the captured media to the surveillance station 16 does not occur automatically, and instead is transmitted on demand in response to a user request, a user at the surveillance station has significant control over the monitoring process, and in particular over bandwidth usage.

20 In the claims which follow and in the preceding description of the invention, except where the context requires otherwise due to express language or necessary implication, the word "comprise" or variations such as "comprises" or "comprising" is used in an inclusive sense, i.e. to specify the presence of the stated features but not to preclude the presence or addition of further features in various embodiments of the invention.

25

It is to be understood that, if any prior art publication is referred to herein; such reference does not constitute an admission that the publication forms a part of the common general knowledge in the art, in Australia or any other country.

30

CLAIMS

What is claimed is:

- 5 1. A surveillance station for a surveillance system, the surveillance station comprising:
 - a network interface arranged to facilitate communications with a monitoring system arranged to monitor a facility, the monitoring system located remotely relative to the surveillance station;
 - 10 the surveillance station being arranged to receive an alarm signal from the remote monitoring system indicative that an alarm situation exists at a monitored facility;
 - the surveillance station further comprising a display arranged to display information indicative of the alarm situation; and
 - a user input device arranged to enable selection of an alarm situation;
 - 15 the surveillance station further being arranged to send a media feed request signal to a remote monitoring system associated with the selected alarm situation, and to display images associated with the media feed when the media feed is received from the remote monitoring system;
 - wherein the surveillance station is arranged to display information indicative of at
 - 20 least one available response team; and
 - wherein the surveillance station is arranged to facilitate deployment of an available response team by facilitating selection of the information indicative of the response team.
- 25 2. A surveillance station as claimed in claim 1, wherein the surveillance station is arranged to display a map representation on the display and information indicative of the alarm situation on the map representation at a location representative of the location of the facility associated with the alarm situation.
- 30 3. A surveillance station as claimed in claim 2, wherein the surveillance station is arranged to show information indicative of the or each monitored facility on the map representation.
4. A surveillance station as claimed in claim 3, wherein the information indicative of
- 35 a monitored facility comprises a facility icon.

5. A surveillance station as claimed in claim 4, wherein the information indicative of the alarm situation comprises a modified facility icon.
- 5 6. A surveillance station as claimed in claim 5, wherein the facility icon is modified by flashing the facility icon, or changing the colour of the facility icon.
7. A surveillance station as claimed in any one of claims 2 to 4, wherein the
10 information indicative of the alarm situation comprises an alarm icon displayed on or adjacent the facility icon.
8. A surveillance station as claimed in any one of claims 2 to 7, wherein the
15 surveillance station is arranged to facilitate selection of an alarm situation by facilitating selection of the information indicative of the alarm situation on the map representation.
9. A surveillance station as claimed in claim 1, wherein the surveillance station is arranged to display a list indicative of all alarm situations.
- 20 10. A surveillance station as claimed in claim 9, wherein the surveillance station is arranged such that selection of an alarm situation in the list causes display of a map representation including information indicative of the location of the facility associated with the alarm situation.
- 25 11. A surveillance station as claimed in any one of claims 8 to 10, comprising a touch screen associated with the display to facilitate selection of an alarm situation.
12. A surveillance station as claimed in any one of claims 8 to 11, comprising a keyboard and/or a mouse, the surveillance station being arranged to facilitate selection
30 of an alarm situation on the map representation using the keyboard and/or mouse.
13. A surveillance station as claimed in any one of the preceding claims, wherein the surveillance station is arranged to display the images associated with the media feed on the display when the media feed is received from the remote facility.

14. A surveillance station as claimed in claim 13, wherein the surveillance station is arranged to display the images associated with the media feed in a window on or adjacent the information indicative of the selected alarm situation.

5 15. A surveillance station as claimed in any one of claims 1 to 12, wherein the surveillance station is arranged to display the images associated with the media feed on a further display separate to the display on which information indicative of the alarm situation is displayed.

10 16. A surveillance station as claimed in any one of the preceding claims, wherein the surveillance station is arranged to display images associated with a plurality of media feeds.

17. A surveillance station as claimed in any one of the preceding claims, wherein the
15 surveillance system is arranged to process images associated with the media feed.

18. A surveillance station as claimed in claim 17, wherein the surveillance system is arranged to process images associated with the media feed so as to perform facial recognition, geo-fencing or detection of occlusion tampering.

20

19. A surveillance station as claimed in any one of the preceding claims, wherein the surveillance system is arranged to carry out diagnostic checks on the or each remote monitoring system.

25 20. A surveillance system comprising:

a surveillance station as claimed in any one of the preceding claims;

a monitoring system comprising:

an image capturing device arranged to capture images of the facility
desired to be monitored; and

30 a trigger determiner arranged to determine whether an alarm situation exists at the facility;

the monitoring system being arranged to transmit an alarm signal
indicative that an alarm situation exists at the facility to the surveillance station when an alarm situation is determined to exist; and

35 the monitoring system being arranged to receive a media feed request

signal associated with a selected alarm situation from the surveillance station, and to send a media feed including images captured by the image capturing device to the surveillance station when the media feed request signal is received; and

a communications network arranged to facilitate communications between the
5 surveillance station and the monitoring system.

21. A surveillance system as claimed in claim 20, wherein the capturing device comprises at least one video camera.

10 22. A surveillance system as claimed in claim 20 or claim 21, wherein the monitoring system comprises a recording device arranged to record images captured by the image capturing device.

23. A surveillance system as claimed in claim 22, wherein the recording device is
15 arranged to record images substantially continuously.

24. A surveillance system as claimed in claim 22, wherein the recording device is arranged to record images periodically.

20 25. A surveillance system as claimed in any one of claims 20 to 24, wherein the trigger determiner is arranged to determine whether an alarm situation exists at the facility using one or more sensors.

26. A surveillance system as claimed in claim 25, wherein
25 the alarm situation is opening of a door without authorization, start of a fire, presence of an unauthorized person in a defined area, an attempt to tamper with the facility, and/or an attempt to use a lost or stolen credit card.

27. A surveillance system as claimed in any one of claims 20 to 26, wherein the
30 facility desired to be monitored comprises an ATM.

28. A surveillance system as claimed in any one of claims 20 to 27, wherein the monitoring system comprises a plurality of image capturing devices arranged to capture images of one or more facilities.

29. A surveillance system as claimed in any one of claims 20 to 28, comprising a plurality of monitoring systems.

30. A surveillance system as claimed in any one of claims 20 to 29, wherein the
5 communications network comprises a mobile wireless communications network.

31. A method of surveilling a facility, the method comprising:
at a monitoring system, capturing images of a facility desired to be monitored;
determining whether an alarm situation exists at the facility;
10 transmitting an alarm signal indicative that an alarm situation exists at the facility
to a surveillance station when an alarm situation is determined to exist;
communicating one or more alarm situations to a user at the surveillance station;
sending a media feed request signal associated with an alarm situation to the
monitoring system in response to selection of an alarm situation by a user at the
15 surveillance station;
sending a media feed associated with the selected alarm situation from the
monitoring system to the surveillance station when the media feed request signal is
received, the media feed including images captured by the image capturing device; and
displaying images associated with the media feed at the surveillance station
20 when the media feed is received from the monitoring system;
displaying information indicative of at least one available response team at the
surveillance station; and
facilitating selection of a response team by facilitating selection of the information
indicative of an available response team displayed at the surveillance station.

25

32. A method as claimed in claim 31, comprising displaying a map representation
and information indicative of the or each monitored facility on the map representation.

33. A method as claimed in claim 32, comprising using the locations of the
30 communicated alarm situations to determine whether one or more of the alarm situations
is likely to be a false alarm.

34. A method as claimed in claim 33, comprising using the locations of the
communicated alarm situations and information indicative of the weather at the locations
35 to determine whether one or more of the alarm situations is likely to be a false alarm.

35. A method as claimed in any one of claims 32 to 34, comprising facilitating selection by a user of the information indicative of an alarm situation on the map representation.

5

36. A method as claimed in claim 31, comprising displaying a list indicative of a plurality of alarm situations.

37. A method as claimed in claim 36, comprising displaying a map representation
10 including information indicative of the location of the facility associated with the alarm situation when an alarm situation is selected by a user from the list.

38. A method as claimed in any one of claims 31 to 37, comprising facilitating selection of an alarm situation using a touch screen.

15

39. A method as claimed in any one of claims 32 to 34, comprising displaying the information indicative of at least one response team on the map representation.

40. A method as claimed in claim 39, comprising using the
20 information indicative of the alarm situation on the map representation and the information indicative of at least one response team on the map representation to determine which response team to deploy to the facility associated with the alarm situation.

25 41. A method as claimed in claim 40, comprising deploying a response team in response to selection of the information indicative of the response team on the map representation.

42. A method as claimed in any one of claims 39 to 41, comprising using the images
30 associated with an alarm situation displayed at the surveillance station to determine whether to deploy a response team to the facility associated with the alarm situation.

43. A method as claimed in any one of claims 31 to 42, comprising processing
35 images associated with the media feed so as to perform facial recognition, geo-fencing or detection of occlusion tampering.

44. A method as claimed in any one of claims 31 to 43, comprising carrying out diagnostic checks on the or each monitoring system.
- 5 45. A method as claimed in any one of claims 31 to 44, comprising recording images captured by the image capturing device.
46. A method as claimed in any one of claims 31 to 45, comprising capturing images associated with a plurality of facilities.