

Subject: RE: [EXTERNAL MESSAGE] - Re: Camera's
Date: Sunday, June 12, 2022 at 7:27:02 PM Pacific Daylight Time
From: Kris Young
To: Eric Halleen, Danielle Dorland
CC: Miguel Guerin
Attachments: image001.jpg, image002.jpg, image003.gif, image004.jpg, image005.jpg, image006.jpg, image007.jpg, image008.jpg, image009.jpg, image010.jpg, image011.gif, image012.jpg, image013.jpg, image014.jpg

Eric,

Do you have a second so I could call you about this.

Thank You,

Kris Young
Front Office Manager



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Kyoung@innventures.com



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OR SEARCH TRIPADVISOR FOR HILTON GARDEN INN SEATTLE BELLEVUE DOWNTOWN



From: Eric Halleen <eric@empowerdigital.com>

Sent: Sunday, June 12, 2022 6:54 PM

To: Kris Young <kyoung@innventures.com>; Danielle Dorland <ddorland@innventures.com>

Cc: Miguel Guerin <mguerin@innventures.com>

Subject: [EXTERNAL MESSAGE] - Re: Camera's

Hi Kris,

I think you need to use the interior server for viewing. Make sure you're on that system. It can see both locations.

Thanks,
Eric

Eric Halleen
Solutions Architect

Empower Digital Solutions
E: eric@empowerdigital.com
P: (503) 896-0454

www.empowerdigital.com

Sent from my iPhone. Please ignore any random characters or misspelled words.

From: Kris Young <kyoung@innventures.com>

Sent: Sunday, June 12, 2022 4:42:00 PM

To: Eric Halleen <eric@empowerdigital.com>; Danielle Dorland <ddorland@innventures.com>

Cc: Miguel Guerin <mguerin@innventures.com>

Subject: RE: Camera's

Good evening Eric,

I am having issues with my exterior camera's. When I jump in to the application on our main server computer it says they are disconnected. I attempted to reconnect them but didn't have any luck could you help me out on what I am doing wrong.

Thank You,

Kris Young
Front Office Manager



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OR SEARCH TRIPADVISOR FOR HILTON GARDEN INN SEATTLE BELLEVUE DOWNTOWN



From: Eric Halleen <eric@empowerdigital.com>

Sent: Monday, October 11, 2021 12:36 PM

To: Kris Young <kyoung@innventures.com>; Danielle Dorland <ddorland@innventures.com>

Subject: Re: Camera's

Hi Kris,

I am going to give Geovision support access to your VMS system that is not playing back video. This will have no impact on the functionality of either of your system. I just wanted to give you a heads up.

Thank you,
Eric

Eric Halleen
Solutions Architect

Empower Digital Solutions
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Sent from my iPhone. Please ignore any random characters or misspelled words.

From: Eric Halleen <eric@empowerdigital.com>

Sent: Monday, September 27, 2021 12:11:24 AM

To: Kris Young <kyoung@innventures.com>; Danielle Dorland <ddorland@innventures.com>

Subject: Re: Camera's

Hi Kris,

No, using the external server, you can see both systems. Look under Host List and you will see both servers. You can even mix interior and exterior cameras into the same layout window if needed.

I can jump on a call first thing in the morning if needed. I have a call at 8am, but outside of that, I'm free.

Thanks,
Eric

Eric Halleen
Solutions Architect

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Sent from my iPhone. Please ignore any random characters or misspelled words.

From: Kris Young <kyoung@innventures.com>
Sent: Monday, September 27, 2021 12:07:47 AM
To: Eric Halleen <eric@empowerdigital.com>; Danielle Dorland <ddorland@innventures.com>
Subject: RE: Camera's

Thank you. So just to clarify I can only see the exterior recorded video's and nothing recorded from the interior cameras correct?

Thank You,

Kris Young
Front Office Manager



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OR SEARCH TRIPADVISOR FOR HILTON GARDEN INN SEATTLE BELLEVUE DOWNTOWN



From: Eric Halleen <eric@empowerdigital.com>
Sent: Monday, September 27, 2021 12:03 AM
To: Kris Young <kyoung@innventures.com>; Danielle Dorland <ddorland@innventures.com>
Subject: Re: Camera's

Hi Kris,

Ok, thank you for the clarification. I looked at both and they are recording so there is no concern there.

I also looked at the Edge Recording Manager on both and it appears one of the servers is having an issue. The exterior camera server is working perfectly, and it can actually see the recorded video from both. I can show you how to navigate this if needed. But, the interior server for some reason is not showing video images. I will need to research this and see what is going on.

For now, please use the Exterior Camera server to review video. I left the Playback window open on this server so you will know it when you see it. On the other, I closed the ERM program down to help with any confusion.

I will let you guys know when I have the interior server fixed.

Thanks,
Eric

Eric Halleen
Solutions Architect

Empower Digital Solutions
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Sent from my iPhone. Please ignore any random characters or misspelled words.

From: Kris Young <kyoung@innventures.com>
Sent: Sunday, September 26, 2021 11:49:11 PM
To: Eric Halleen <eric@empowerdigital.com>; Danielle Dorland <ddorland@innventures.com>
Subject: RE: Camera's

Sorry Eric. I wrote that in a hurry. The cameras are not always recording and they should be. Which is causing

us not to be able to look back at historical footage.

Thank You,

Kris Young
Front Office Manager



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From: Eric Halleen <eric@empowerdigital.com>

Sent: Sunday, September 26, 2021 10:35 AM

To: Danielle Dorland <ddorland@innventures.com>; Kris Young <kyoung@innventures.com>

Subject: Re: Camera's

Good morning,

Are the cameras always recording or are they not always recording? Kris' comment made it sound like they were recording non-stop. Can you confirm for me? I will remote in today and check it out.

Thank you,
Eric

Eric Halleen
Solutions Architect



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From: Danielle Dorland <ddorland@innventures.com>

Date: Sunday, September 26, 2021 at 10:20 AM

To: Kris Young <kyoung@innventures.com>, Eric Halleen <eric@empowerdigital.com>

Subject: RE: Camera's

Thanks for identifying this Kris!

This is a BIG deal and we really need the cameras to be recording consistently.

Eric,

Why would they not be recording and how quickly do you think we can get this resolved?

DANIELLE DORLAND

General Manager



10777 NE 10th St.
Bellevue, WA 98004

+1 425 454 0070 Phone

From: Kris Young <kyoung@innventures.com>

Sent: Sunday, September 26, 2021 5:36 AM

To: Eric Halleen <eric@empowerdigital.com>

Cc: Danielle Dorland <ddorland@innventures.com>

Subject: Camera's

Good Morning Eric,

I was looking at the camera for an incident and I have notice that the cameras are always recording. Could you help me with this on trying to figure out why they aren't.

Thank You,

Kris Young
Front Office Manager



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OR SEARCH TRIPADVISOR FOR HILTON GARDEN INN SEATTLE BELLEVUE DOWNTOWN



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