## Privacy is a Priority with Luma X20

Maintaining end user privacy is an essential focus for Luma surveillance solutions. With features like customer handoff, Luma ensures the privacy of the end user remains just that—private.

Enhanced Privacy with Customer Handoff

Customer handoff for the Luma X20 family allows integrators to give end users control over who is authorized to view their live video and recordings. When the integrator hands-off access of the system to the end user, they will have access to all the system's features and functions, including the ability to view live and recorded video. However, the integrator's access to live video and Web Connect in OvrC will be removed, ensuring that the end user's privacy is protected. For troubleshooting purposes, the integrator can still be given temporary access to live video and recordings by the end user.

How It Works

After the setup of a Luma system is complete, the integrator will send an invite to initiate the customer handoff process. The end user can then access their system through the Luma View app. After the invite is sent, the integrator has 24 hours to complete the install before they lose authorization for the system. The integrator's access to live video for troubleshooting, image setting adjustment, or diagnostics can be re-instated by sending a request to the end user through OvrC. Once approved, the integrator has a set amount of time to access the system. The access windows can be put on a timer so that the integrator does not forget to disable access when they are finished. After the set time has concluded the integrator automatically loses access to the system to ensure the end user's privacy is safe.
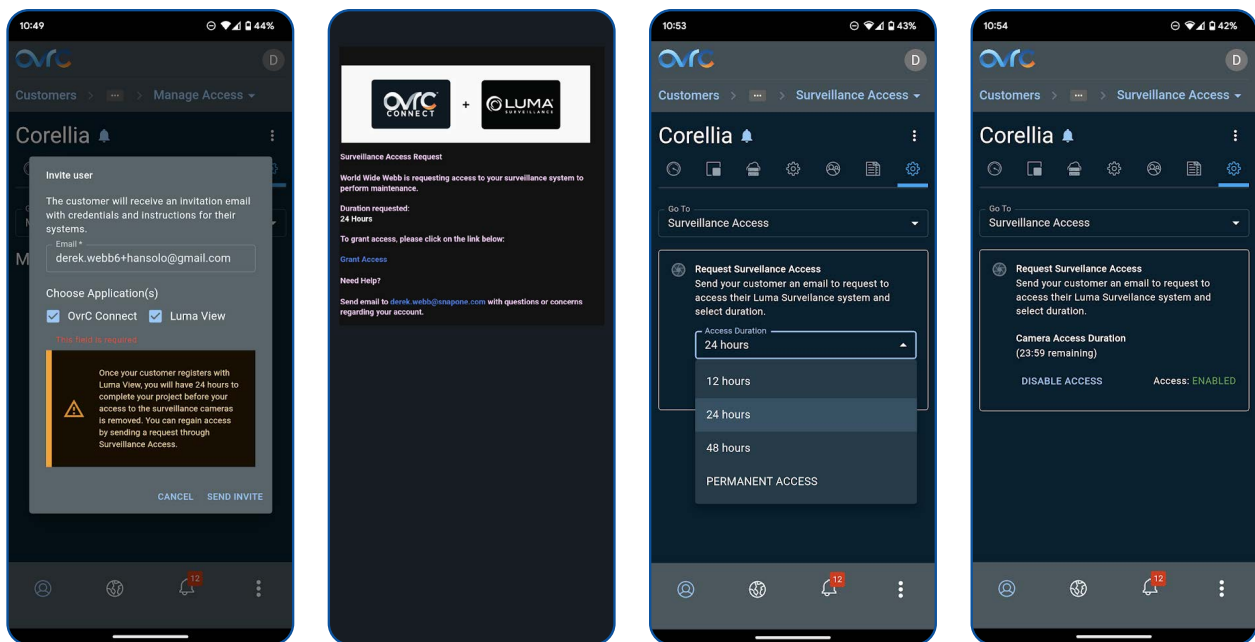
Scan here to watch a video overview on the customer handoff process