



DO YOU INSTALL DVR'S?

Like many of us you have probably started installing Digital Video Recorder's. The installation itself is not that complicated. The DVR itself is nothing more than a computerized Time Lapse Recorder. It's not until the customer wants to network and remotely view their system that the uneasiness sets in. Now we are plunged into a whole different world. "TCP/IP", "Gateway", "Subnet", "Firewalls".

With a little bit of training, exposure and calmness we can overcome our uneasiness.

Most of the high end commercial customers have their own Network (IT) personnel. They usually handle the networking portion of the project. It's the middle to small sized customers where we are forced to become IT/Network technicians. In these cases the majority of the time DSL and/or Cable broadband service is used. Typically the only thing that we have to do is install a router/gateway (if the customer doesn't already have) and program it to pass the remote request for video to the DVR. This is typically accomplished in the router's port forwarding programming section. It sounds complicated, but believe me after you do it a couple of times it comes a lot easier. It's like learning a new alarm control. Standardizing on routers/gateways also help. I try to stick with Linksys 4-port routers.

The biggest problem you will encounter is to remotely view the DVR's requires the remote software to know the TCP/IP address. The problem is that most of the basic DSL and Cable broadband internet providers do not offer static TCP/IP address. (Static addresses are permanent) (Dynamic addresses are periodically change by the internet provider) Dynamic addresses causes problems with most remote view software. Because the customer's internet provider randomly changes their IP address the remote software cannot always find the DVR over the internet. It's like trying to call someone without knowing their telephone number.

So the question is how do we keep track of the customer? **By subscribing to a Dynamic DNS service.** This service usually consist of a software programming running on the DVR that reports to a remote DNS server. whenever it changes it's TCP/IP address. When the customer wants to remotely view their DVR the remote view software of the DVR calls the DNS server which in-turn re-routes the call to the customer. It sounds complicated but, it's all handled by the computers and software. This service usually involves a small annual fee, but believe me it's worth it.

Electronix Dynamic DNS services works with practically any Digital
Video Recorder. Visit our web page at
www.electronixsecurity.com/dynamic for a free 10-day trial.

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