

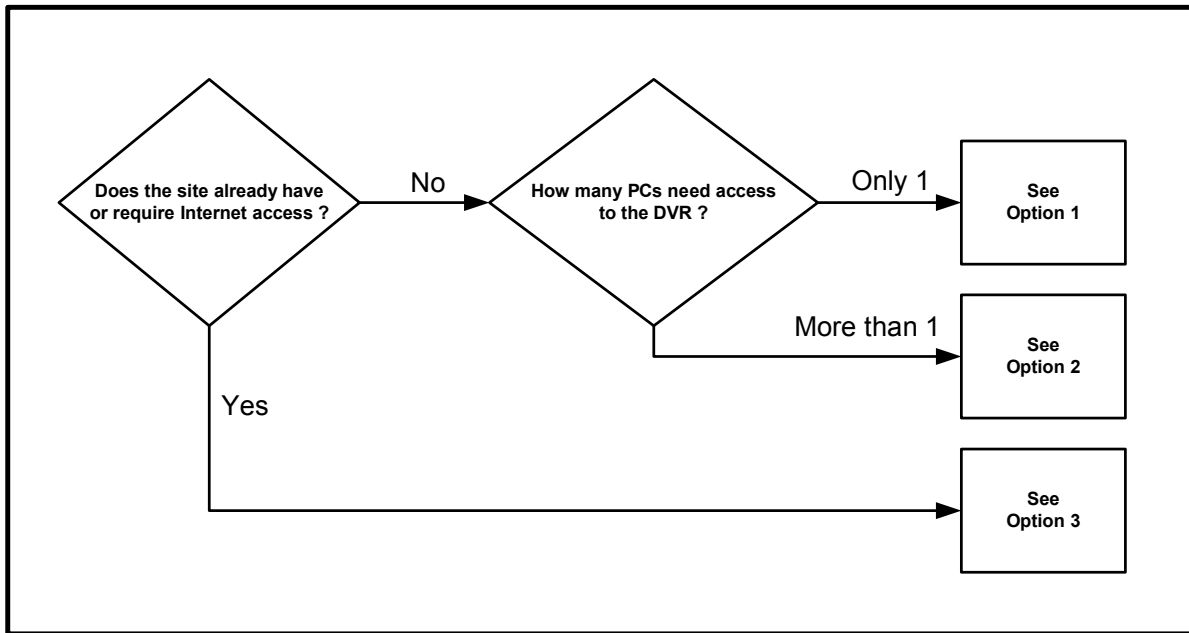
## Networking a Digital Video Recorder

You must be able to perform some basic tasks in order to connect your Digital Video Recorder to a PC and subsequently the Internet.

The following page describes some simple tasks but more help is available online at [www.systemq.com](http://www.systemq.com) so before you start please download the following tips from the website 'Online Support' section -

- Tip 117 Describing how to set a PCs IP Address in Windows 2000/XP
- TIP 36 Describing how to perform 'ping' test
- Tip 58 Describing how to configure a router for Internet access

Choosing an option below and following the suggested will result in a successful connection.



Bear in mind that when it comes to Option 3 for Internet use, different router manufacturers may not use the exact settings given here so slight adjustments may be necessary.

Finally, the last page may be submitted by fax or post for networking assistance – however **you must contact us first for a support call reference and you must complete this page in it's entirety.**

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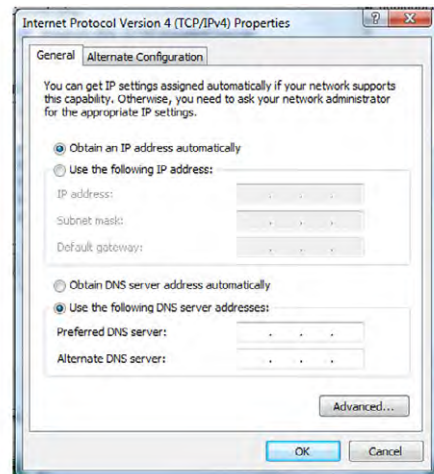
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## Essential Tasks - Summary

### How do I set my PC to 'Obtain an IP address automatically' ?

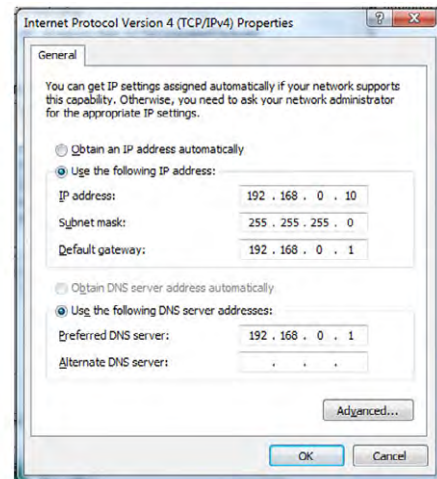
Control Panel,  
Network Connections,  
Local Area Connection,  
Properties,  
Internet Protocol (TCP/IP),  
Properties,  
Select 'Obtain IP Address  
Automatically'

This will only work if your PC is connected to a device (such as modem/router or other DHCP server) that is capable of issuing an address.



### How do I set my PC's IP Address Manually ?

Control Panel,  
Network Connections,  
Local Area Connection,  
Properties,  
Internet Protocol (TCP/IP),  
Properties,  
Select 'Use following IP Address'  
Enter ... IP Address  
Subnet mask  
Default gateway



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### ***How do I find out my PC's IP Address ?***

- Start
- Run
- Cmd
- ipconfig

### ***How do I use Ping to test a Connection to my DVR ?***

- Start
- Run
- Cmd
- Ping <IP-Address> <Enter> e g: ping 192.168.1.108 <Enter>

### ***How do I Configure a Router for Remote Access ?***

- Instructions on the System Q website cover the NET800 and Netgear Routers. (Tip 58)

### ***How do I find the On-Line Support ?***

Visit [www.systemq.com](http://www.systemq.com) & look at the online support section.

Detailed descriptions are available there for all these questions plus more besides, including ...

- How to find a device's MAC address (Tip 3)
- How to implement Dynamic DNS (Tip 56)
- Internet Explorer Security Settings (Tips 94 & 197)
- How to control a PTZ from a DVR
- How to play back recordings from various DVRs
- Links for downloading client software packages

#### **Please Note**

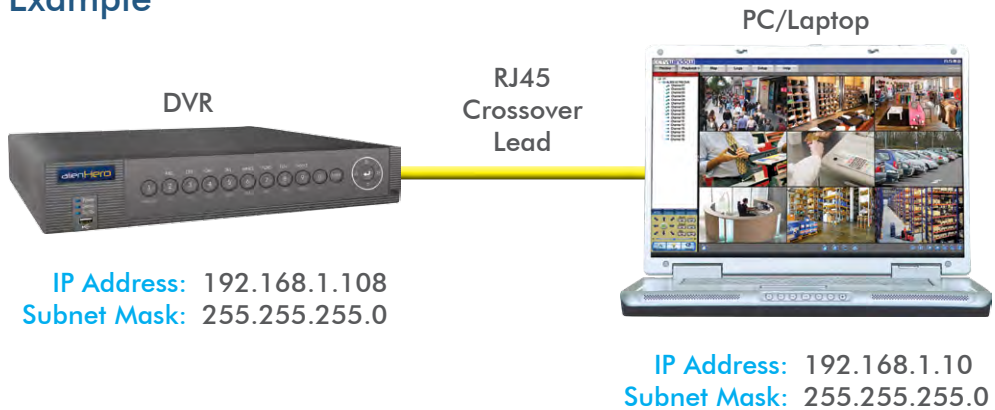
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## Option 1 : Connect a DVR Directly to a Single PC

### Example



**NOTE:** The DVR and PCs Subnet Mask must be identical, but the IP Address' must be unique to each device.

### Tasks :

- Configure network settings in DVR manually
- Configure network settings in PC manually
- Connect DVR & PC together using an RJ45 cross over cable
- Install and configure the DVR client software
- Reboot both DVR & PC
- Test the PCs connection to the DVR using 'Ping'
- Connect using the client software

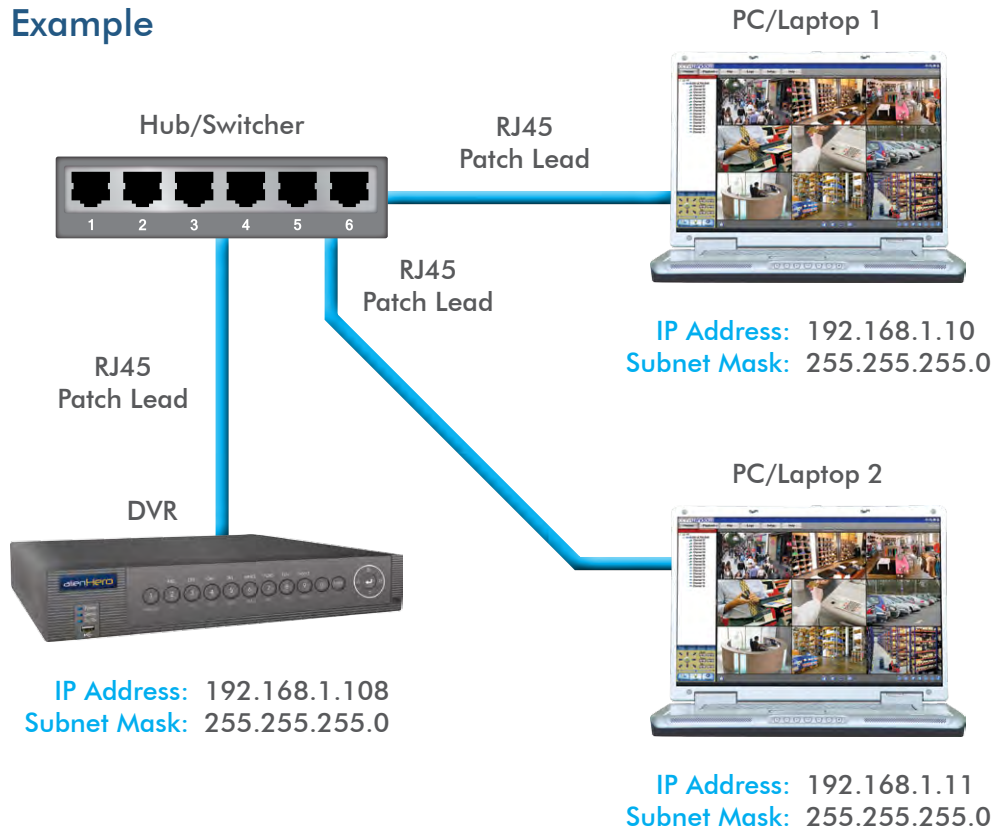
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## Option 2 : Connect a DVR to a PC via a Switch or Hub

### Example



**NOTE:** The DVR and PCs Subnet Mask must be identical, but the IP Address' must be unique to each device.

**For step by step instructions on networking an AlienDVR see online tip 226 ▶▶▶**



### Tasks :

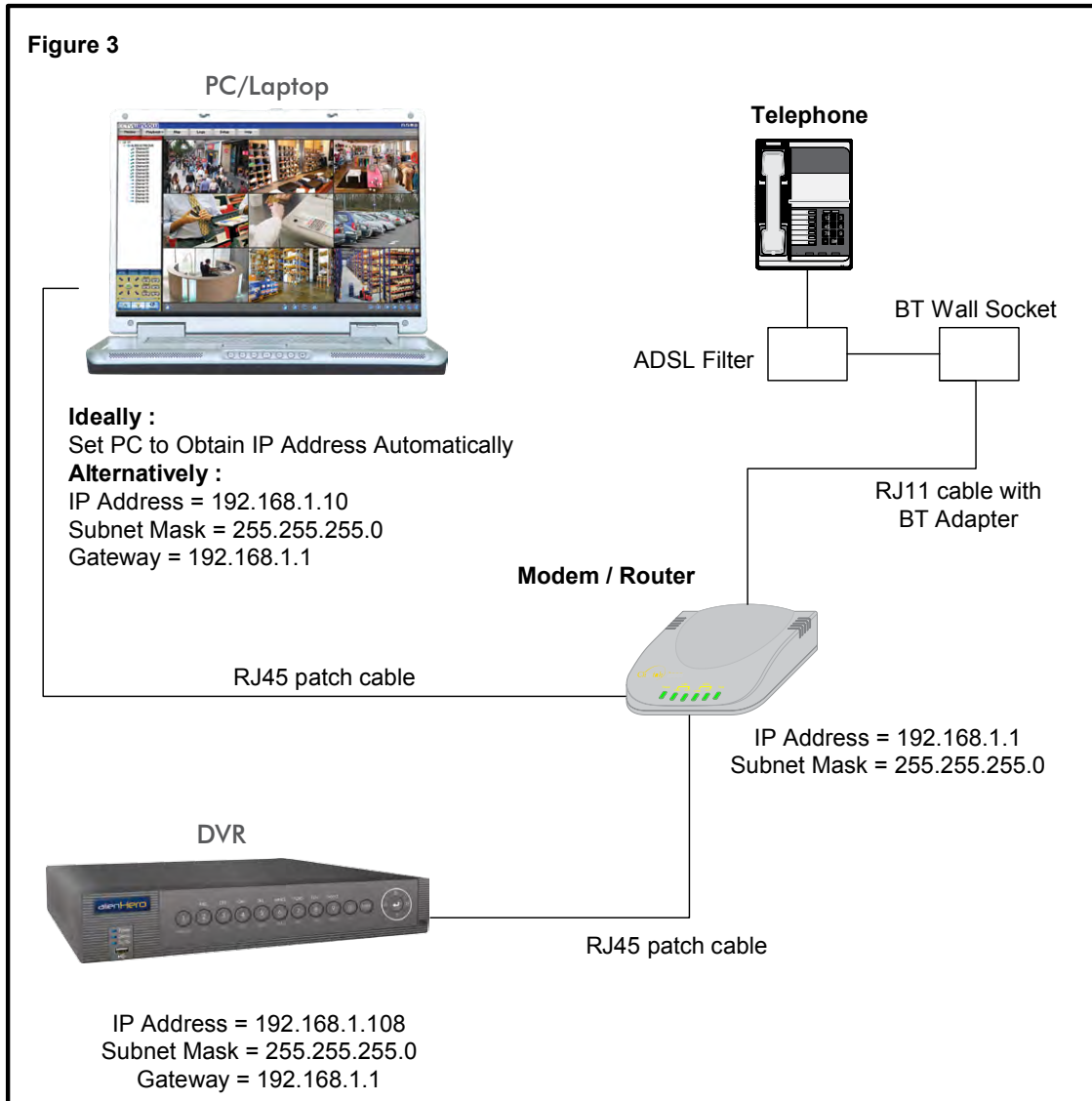
- Configure network settings in DVR manually
- Configure network settings in PC manually
- Connect DVR & PC together using an RJ45 cross over cable
- Install and configure the DVR client software
- Reboot both DVR & PC
- Test the PCs connection to the DVR using 'Ping'
- Connect using the client software

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## Option 3 : Connecting for Internet Access



### Important Notes :

If using a BT phone line you must use an ADSL modem router, if using a NTL or cable phone service you must use an appropriate cable router.

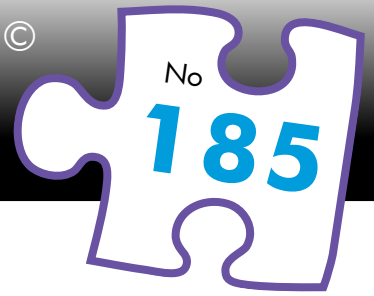
Be aware that when connected to the internet, the router has two IP addresses: internal and external. The internal address is seen by devices connecting to it's Ethernet ports, the external address represents it's connection to the local exchange via the telephone line.

Find out what "port" or "ports" the DVR uses to communicate with it's client software – this will be needed when configuring the router to allow incoming access from off-site.

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**Tasks :**

- Find out what the external IP address is, this is assigned by the customer's Internet Service Provider
- Find out : is this a fixed IP address, ie: "Static, or does it change, ie: "Dynamic" ?
- Configure network settings in the DVR manually, see figure 3
- Configure network settings in the PC to "Obtain IP Address Automatically" if possible, if not, then configure manually
- Connect DVR & PC to the modem/router using patch cables
- Install and configure the DVR client software on the PC
- Reboot both DVR & PC
- Test the PCs connection to the DVR using 'Ping'
- Use the client software to connect to the DVR from the local PC – writing down the TCP "port" number(s) used to connect to the DVR
- Configure the modem router for inbound access using either "Port Forwarding", or "DMZ" using the TCP port number written down as the target address. Refer to tip number 58 for how to configure a Netgear router.
- Ensure the PC has outbound Internet access (if you can't get out, how can anybody get in ?)
- Ask a colleague offsite to test Internet access by connecting to the router's external IP address

**Still struggling, have you used different addresses to those suggested ?**

If you have used different addresses to those suggested above then the following table details rules for resolving configuration errors.

Look at this carefully and apply the rules ...

- : All cells labelled 'A' must match each other
- : All cells labelled 'B' must match each other
- : All cells labelled 'C' must match each other
- : All cells labelled 'D' must match each other
- : All cells labelled 'X' must be unique & different to D

	DVR				PC				Modem / Router			
IP Address	A	B	C	X	A	B	C	X	A	B	C	D
Subnet Mask	255	255	255	0	255	255	255	0	255	255	255	0
Gateway	A	B	C	D	A	B	C	D				

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# TECHNICALTIPS<sup>©</sup>

For the alienDVR range

## *Your Information*

**Company**  
**Contact Name**  
**Landline Telephone**  
**Email Address**

## *DVR Details*

**Model**  
**CCT Code**  
**Serial Number**  
**Support Call Ref**

## *DVR Logon Information*

**Username**  
**Password**  
**TCP/IP Ports**

## *Router Information*

**Make**  
**Model**  
**BIOS Version**

## ***Local Network Address Settings***

Please complete the following table with actual settings taken from your equipment (not the manuals)

	<b>DVR</b>	<b>PC</b>	<b>Router/Modem</b>
<b>IP Address</b>			
<b>Subnet Mask</b>			
<b>Gateway</b>			

## ***Broadband Information***

**Supplier**

**Nominal Download Speed**

**Nominal Upload Speed**

**Line Telephone Number**

**Internet IP Address**

**Is the Internet IP Address Static?** *ie. Static Fixed or Dynamic*

*Any Further Information*

*Note: We can only respond by email or SMS for mobile numbers, so please ensure you have provided a landline telephone.*

Send your completed form by email or **FAX: 01246 222 888**

