

# LCD MONITOR / 8 CHANNEL DVR COMBO

## Overview - Remote Viewing



**SERIES:**  
**SG17LD800 & SG19LD800**

 **LOREX**<sup>®</sup>

[www.lorexcctv.com](http://www.lorexcctv.com)

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# Remote Viewing Overview

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If you have any additional questions or technical issues, please contact the Sentinel CCTV Help desk for further assistance at 1-888-425-6739 (Option 1 - 1) or mail your questions to [support@strategicvista.com](mailto:support@strategicvista.com)

# Setting up Remote Viewing

Setting up the Remote Viewing Feature requires several steps. Networking skills are required to correctly configure the remote viewing functions.

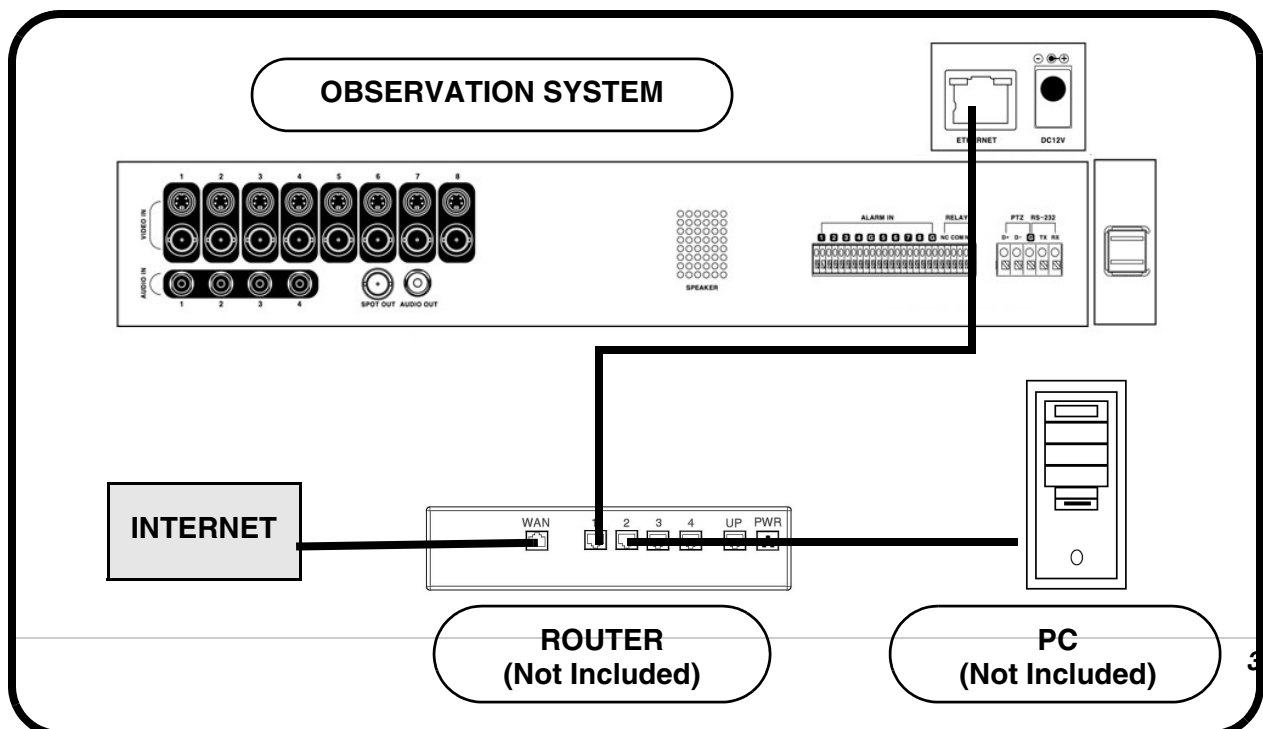
## What do you need?

- The System.
- A PC with the installed NetViewer software (refer to the NetViewer Guide for installation instructions)
- A Router (not provided with the system) and High Speed Cable or DSL Internet Connectivity (for remote viewing outside your network)

## Network Setup / Remote Access Overview

The Observation System can be remotely controlled using your existing network and the Lorex NetViewer software.

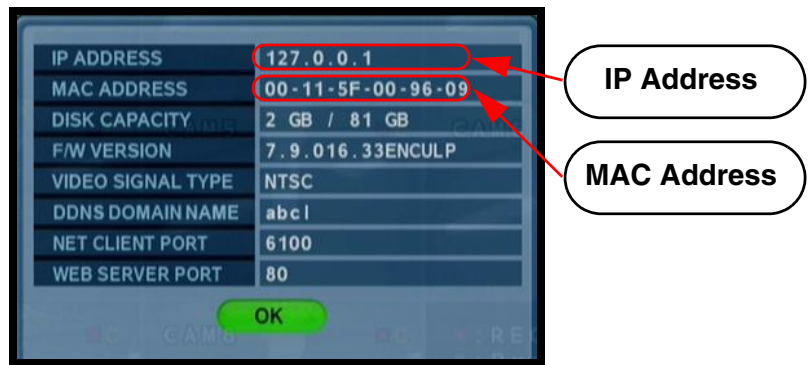
1. Connect the Observation System to the Router using the supplied Ethernet Cable. Power the Observation System on. The Observation System must be connected to the router prior to powering on the system. This allows the system to communicate on your network
2. Find the IP address of your Observation System through the Menu System on the unit.
3. Set up a web account at <http://DDNS.strategicvista.net>.
4. Enable **PORT FORWARDING** on your Router. Refer to the included Router Guide and Basics of Remote Video Access Guide for further assistance with your specific network setup and hardware.
5. Setup the Observation System DDNS.
6. Configure the software, using the information gathered on the following pages.



## System - IP & MAC Address

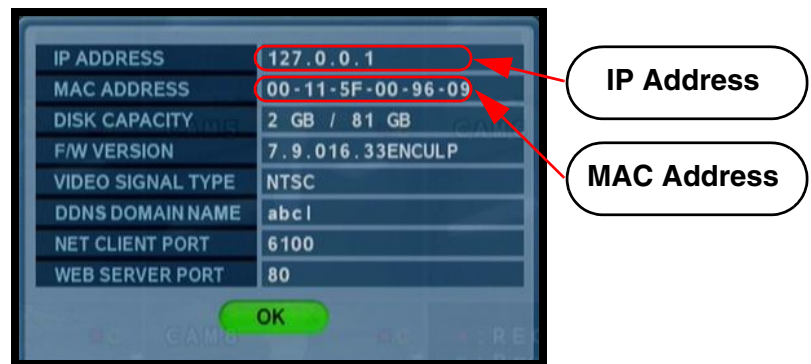
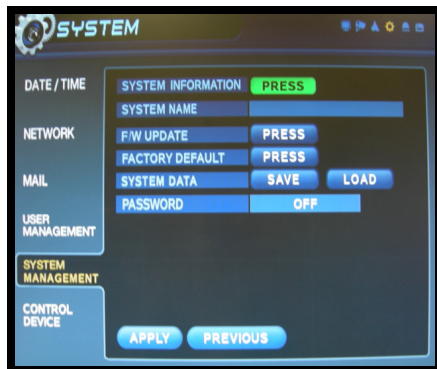
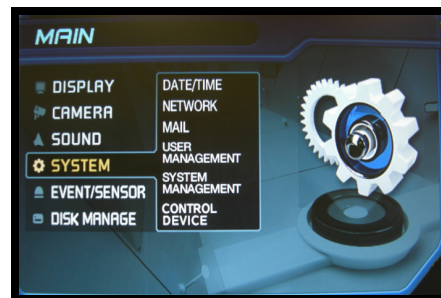
The IP & MAC Addresses are necessary for DDNS Setup (for remote access to the Observation System).

To Locate the System information, Press the ENTER button on the Front Panel or Remote Control while viewing the Cameras. The System Info window will be displayed.



- OR -

1. Press the Menu Button on the Front Panel or Remote Control to access the Setup Menu. Select the System Setup option and press the Enter button.
2. Navigate to the System Menu option. Press the Enter button to access the System Menu.
3. Navigate to the System Management menu, and press the Enter Button to access the settings.
4. Select the System Information option, and press the Enter Button to display the System Settings.



## Web - Finding Your External IP Address

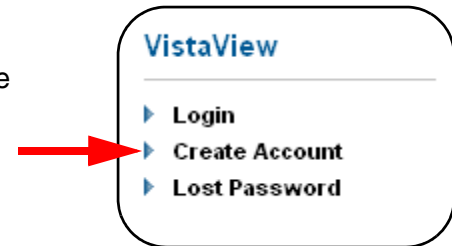
You will need to have your External IP address to set up your **DDNS** account. One of the fastest ways to find this information is to use a 3rd Party website such as <http://www.showmyip.com>

Your IP address can also be found within your Router settings. Refer to your router user guide for further details.

## Network - Setting Up Your DDNS Account

Lorex offers a free DDNS service for use with your System. A DDNS account allows you to set up a web site address that points back to your Local Network. The following outlines how to set up your free DNS account.

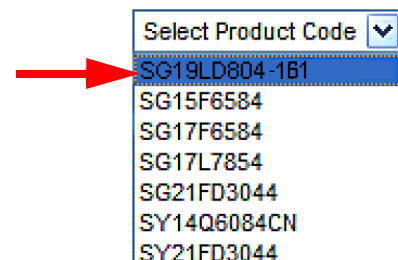
1. Navigate to <http://DDNS.strategicvista.net>
2. Select the **Create Account** option from the list on the left side of the screen.



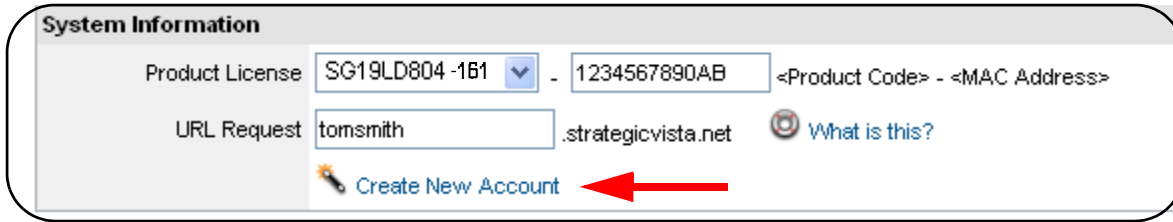
3. Complete the **Account Information** fields with your personal information

4. Complete the **System Information** fields:

- **Product License:** Select your product model from the **Product License** drop down menu
- **<Product Code> - <MAC Address>:** Locate the MAC address of your (recorded while loading the System)
- **URL Request:** Choose a **URL** for your **DDNS** connection (i.e. your name, your company or business name, or anything of your choice.)

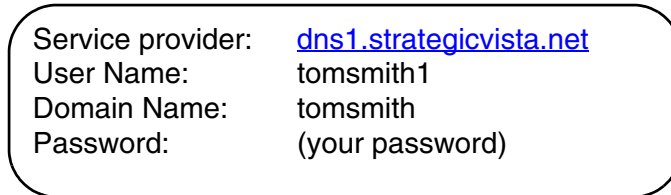


1. Click the **Create New Account** link at the bottom of the form to submit your request.



The screenshot shows a form titled "System Information". It contains two rows of input fields. The first row is for "Product License", with a dropdown menu showing "SG19LD804-1B1" and a text box containing "1234567890AB". To the right of these fields is the text "<Product Code> - <MAC Address>". The second row is for "URL Request", with a text box containing "tomsmith" and another text box containing ".strategicvista.net". To the right of these fields is a "What is this?" link. At the bottom of the form, there is a "Create New Account" link with a red arrow pointing to it.

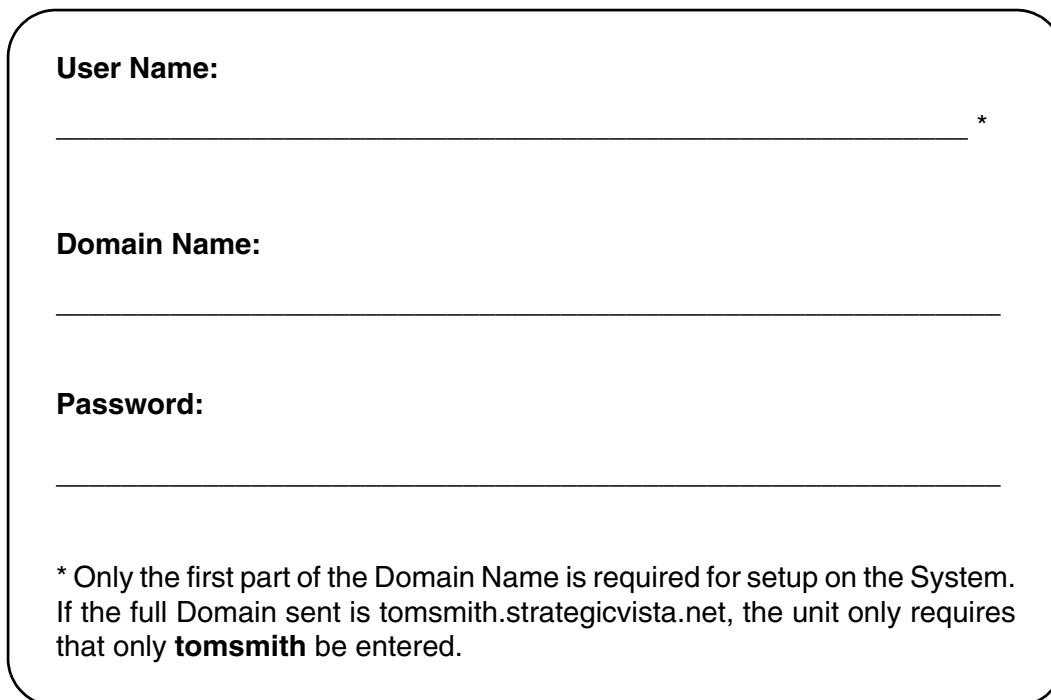
2. Your **Account** information will be sent to you at the **E-mail Address** you used in **Step 3**.



The screenshot shows a rounded rectangular box containing the following account information:

- Service provider: [dns1.strategicvista.net](https://dns1.strategicvista.net)
- User Name: tomsmith1
- Domain Name: tomsmith
- Password: (your password)

You will need this information for remote access to your System. Record **YOUR** information below:



The form contains three input fields for recording user information:

- User Name:** \_\_\_\_\_ \*
- Domain Name:** \_\_\_\_\_
- Password:** \_\_\_\_\_

\* Only the first part of the Domain Name is required for setup on the System. If the full Domain sent is tomsmith.strategicvista.net, the unit only requires that only **tomsmith** be entered.

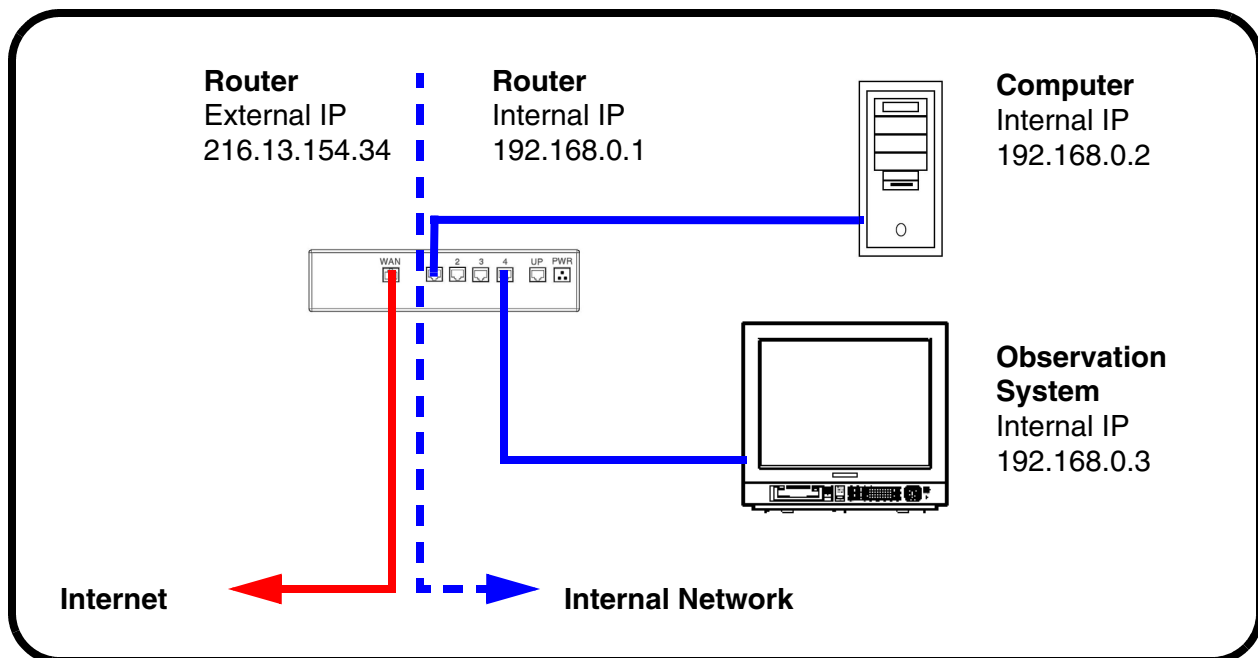
## Network - Router Port Forwarding

You will need to enable port forwarding on your Router to allow for external communications with your Observation System for ports:

- TCP/IP PORT 6100
- WEB PORT 80

Computers, Observation Systems, and other devices inside your network can only communicate directly with each other within the internal network. Computers and systems outside your network cannot directly communicate with these devices. When a system on the internal network needs to send or receive information from a system outside the network (i.e. from the Internet), the information is sent to the Router.

### NETWORK EXAMPLE



When a computer on the Internet needs to send data to your internal network, it sends this data to the external IP address of the Router. The Router then needs to decide where this data is to be sent to. This is where setting up Port Forwarding becomes important.

Port Forwarding tells the router which device on the internal network to send the data to. When you set up port forwarding on your Router, it takes the data from the external IP address:port number and sends that data to an internal IP address:port number (i.e. **Router External IP 216.13.154.34:6100 to Observation System Internal IP 192.168.0.3:6100**).

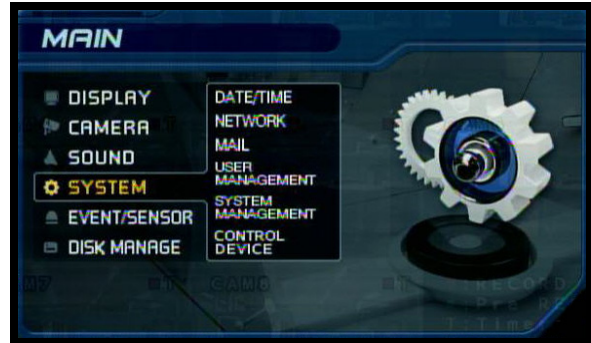
The instructions found online in the [Router Configuration Guide](#) will assist you in the port forwarding configurations for a selection of different router models.

Visit our [Consumer Guides Support](http://www.lorexcctv.com) website at <http://www.lorexcctv.com> for more details

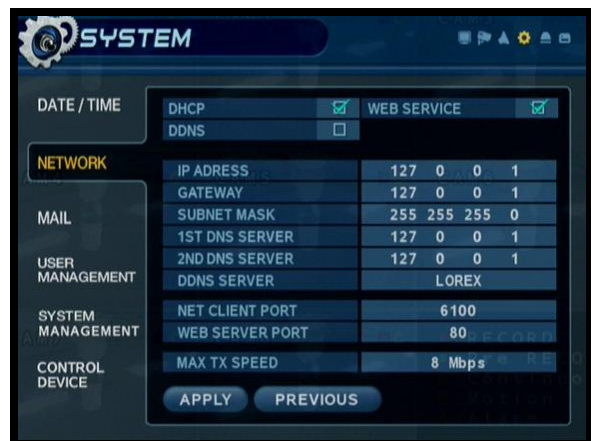
## System - DDNS SETUP

Once the DDNS settings have been configured online, the information must be entered on the Observation System to allow for remote connection via the Lorex Client Software (or through Internet Explorer):

1. Access the Main Menu Setup screens, and navigate to the **SYSTEM** option. Press the ENTER button to access the setup.

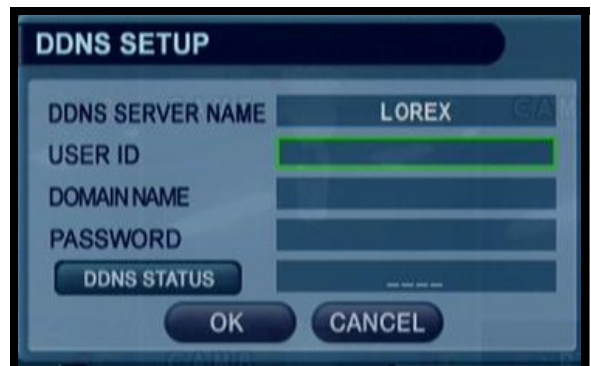


2. Navigate to the **NETWORK** option. Press the Enter button to access the Network settings. Select the DDNS Server option, and press the ENTER button to enter the **DDNS SETUP**.



3. Enter the information received in email (including the password). Press the DDNS Status first - wait for the SUCCESS MESSAGE (as long as the information is correct).

Select OK to save the settings.



**NOTE: Once all Network settings are configured, the System can be accessed using the Lorex Client Software. Refer to Page 8 for Connection Manager details.**



## Lorex NetViewer Software - Connection Manager



The Connection Manager contains the setup information to allow the user to remotely connect to the Observation System.

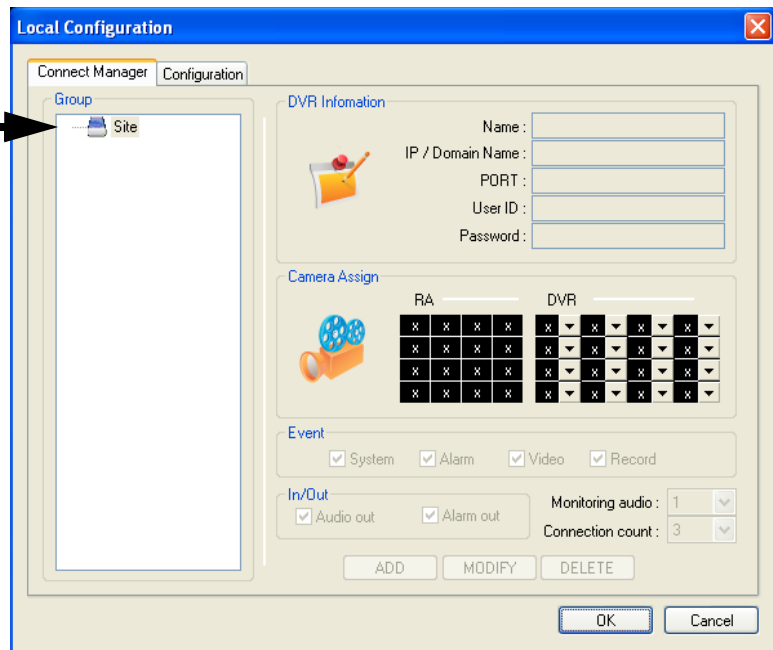
### Adding a Group

**Group** - Right click on 'Site' to add a New Group.

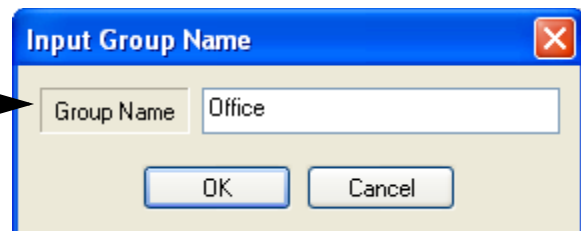
A group can represent one or more Observation Systems.

For Example, you may have more than one system in your office, so would name your group 'OFFICE'.

Each individual unit can then be configured separately for connection.



Enter a name for the Group.



## Adding a Site (Individual Unit Configuration)

**DVR Information** - Enter the information specific to the unit (refer to page 30 for setup instructions):

- **Name** - Enter a name for the unit.
- **IP / Domain Name** - Enter the IP address or Domain Name for the System. This will vary depending on setup (Internal Network Connection or External Remote access through the Internet)- refer to page 30 for setup details.
- **Port** - Set to 6100 by default.
- **User ID** - Enter the USER ID to connect to the system (the USER ID is configured on the System - i.e. ADMIN - case sensitive).
- **Password** - The password used to access the System (i.e. The ADMIN password is set to 1234 by default).

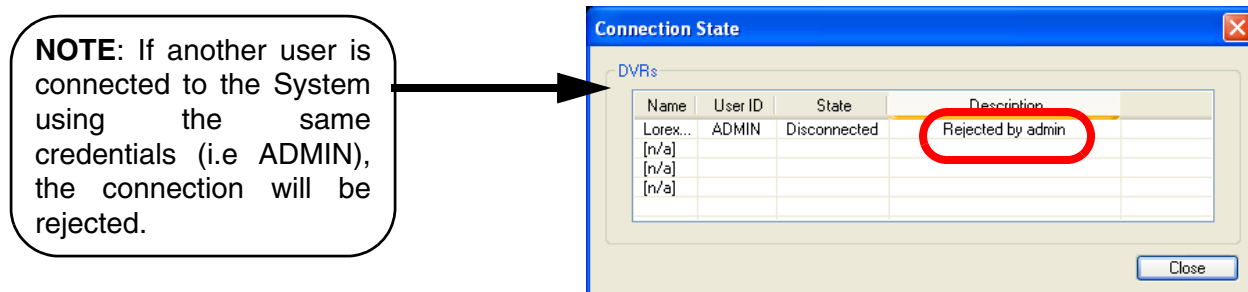
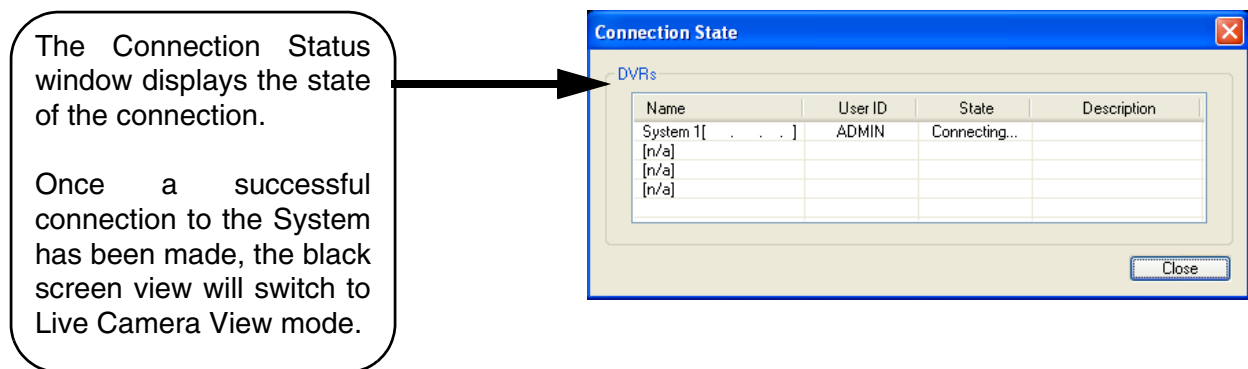
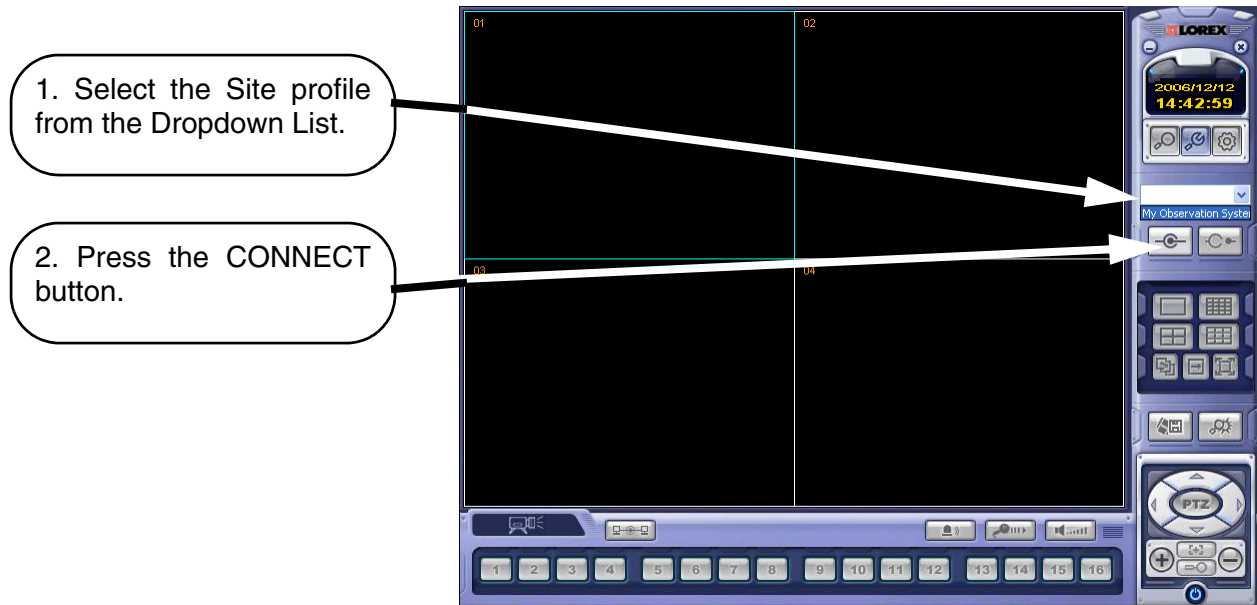
The screenshot shows the 'Local Configuration' window with the 'Configuration' tab selected. On the left, a tree view shows 'Group' expanded to 'Site'. The main area is divided into sections: 'DVR Information' with fields for Name (System 1), IP / Domain Name (209.195.81.4), PORT (6100), User ID (ADMIN), and Password (masked with dots); 'Camera Assign' with a 3x3 grid of RA and DVR dropdown menus; 'Event' with checkboxes for System, Alarm, and Video; and 'In/Out' with checkboxes for Audio out and Alarm out. At the bottom are buttons for ADD, MODIFY, DELETE, OK, and Cancel.

**Camera Assign** - Set each camera to a portion of the 9-view window by using the drop down menu selections.

**ADD Button** - Adds the site to the Group.  
**OK Button** - Accepts the changes and Closes the configuration Window

## Lorex NetViewer Software - Remote Connection

Once the site setup profile has been created, a connection can then be made to the Observation System:



# It's all on the web

 **Product Information**

 **Specification Sheets**

 **User Manuals**

 **Software Upgrades**

 **Quick Start Guides**

 **Firmware Upgrades**



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