Remote Video Access

Remotely viewing video on a DVR – ‘Reference Sheet’

Introduction
This document provides necessary information to customers wanting video from an ADT supported DVR to be viewed remotely using their smart phone, laptop or PC connected to the internet.

Whilst customers may be able to access video themselves, ADT offers the following remote video services to verify detect and deter intrusions 24/7 remotely on their behalf;

Visual Verification: Our trained operators can view images from relevant onsite cameras following an alarm activation to increase the likelihood of identifying the true cause of an alarm.

Virtual Guard Patrols: Our 24/7 monitoring professionals perform a ‘virtual’ patrol of your premises by viewing images from a sequence of cameras on a schedule.

Customer requirements
So, what is needed for ADT Security or a customer to view DVR based video over the internet?

- an ADT Monitored alarm (if subscribing to Visual Verification or Virtual Guard Patrols)
- a supported DVR (listed below) and associated cameras
- a static LAN IP address and network port for the DVR to be connected to
- a broadband connection to the internet with a minimum 512kbps upload bandwidth for video monitoring and a high availability link such as a business grade DSL, cable or fibre
- a static public IP address so you or ADT Security have a fixed address for the DVR
- port forwarding and firewall rule configurations on the onsite router (see Appendix A)
- remote video viewing software such as Internet Explorer,

If you have any further queries, please do not hesitate to contact the ADT Vision team on 131 005.

Architecture
The diagram below illustrates a typical DVR based Virtual Guard Services architecture for a customer.
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Appendix A – Customer Copy

Dear customer,

To view video remotely (over the internet), the requirements above and configuration changes below will need to be applied to the router and internet connection by you or a 3rd Party (e.g. your ISP or an IT specialist) and may incur fees.

Due to the unique nature of networks, ADT Security is unable to assist with these changes.

Step 1. Ensure all relevant requirements above have been met e.g. LAN and Public static IP addresses and minimum upload bandwidth for video
Step 2. Setup port forwarding on the router to the LAN static IP address of the DVR for the ports outlined below corresponding to your specific DVR
Step 3. Use Internet Explorer or DVR specific software to access video via your public static IP address, username and password.

i. HIKVision DVR

<table>
<thead>
<tr>
<th>Type</th>
<th>Port (default)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video by ADT or IVMS-4200(PC) or IVMS-4500</td>
<td>8000 &amp; 554 (RTSP)</td>
</tr>
<tr>
<td>Video via Internet Explorer</td>
<td>8000</td>
</tr>
</tbody>
</table>

ii. GE TruVision 10 / 40

<table>
<thead>
<tr>
<th>Type</th>
<th>Port (default)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video by ADT or Truvision Navigator(PC) or</td>
<td>8000</td>
</tr>
<tr>
<td>iTVRMobile (IPhone)</td>
<td>80</td>
</tr>
<tr>
<td>Video via Internet Explorer</td>
<td>80</td>
</tr>
</tbody>
</table>

iii. American Dynamics Intellex

<table>
<thead>
<tr>
<th>Type</th>
<th>Port (default)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video by ADT or Network Client software (PC)</td>
<td>5001-5003</td>
</tr>
</tbody>
</table>

iv. Pacom PDR (web interface enabled versions only)

<table>
<thead>
<tr>
<th>Type</th>
<th>Port (default)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Watch Port by ADT or Internet Explorer</td>
<td>8016</td>
</tr>
<tr>
<td>Search Port by ADT or Internet Explorer</td>
<td>10019</td>
</tr>
<tr>
<td>Audio Port by ADT or Internet Explorer</td>
<td>8116</td>
</tr>
</tbody>
</table>

v. Dedicated Micros Ecosense (web interface enabled versions only)

<table>
<thead>
<tr>
<th>Type</th>
<th>Port (default)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video by ADT or Internet Explorer or DM NetVu ObserVer (PC)</td>
<td>80</td>
</tr>
</tbody>
</table>
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Appendix B – to be completed and returned to ADT Security

Dear Customer,

*Please ensure this page is completed accurately – you and ADT Security will be unable to access video remotely until this information is returned to an ADT representative.*

You can retain the first two pages of this document. They contain information about what DVR based remote video monitoring is and the configuration required by you to ensure the service works fully.

a. Do you have your own IT Support Team / Specialist? Yes / No

If yes, then Name: ____________________ Phone number: _________________________

You will need to consult them to complete this page and setup port forwarding as per ‘Appendix A – Customer Copy’ on page 2.

If no, you may need to seek assistance from your Internet Service Provider or third party IT Support with providing the details below and setting up the port forwarding on your router.

b. Do you have at least one spare port on your current router/switch? Yes / No

If not, then you will need to procure a switch with additional ports.

If you do, then please ensure this port or data point works and connect a network cable to it labelled ‘DVR’ ready for the ADT Security technician to connect the DVR into.

c. Your public static IP address: ________________________________

   e.g. 203.x.y.z, 220.a.b.c, 172.x.y.z *not* 192.168.a.b or 10.x.y.z

d. The DVR’s internal/LAN static IP address: ________________________________

   e.g. 192.168.a.b, 10.x.y.z

e. Subnet Mask: ________________________________

   e.g. 255.255.255.0, 255.255.255.128

f. Gateway IP: ________________________________

   e.g. 192.168.1.1, 192.168.1.129, 10.45.100.1 - the same prefix as the DVR’s internal / LAN IP address

Customer Signature: ________________________________  Date: ________________________________