



Connection Information Required for Remote Monitored VXH264 systems and Immix alarms monitoring software.

The details required from the CMS for the remote connection are as follows:

Email address:

The email address you receive from the CMS identifies your customer at the CMS and is also used to relay alarm information to the CMS. The email address will usually contain a letter, a number and the address.

E.g.: S64@immixalarms.co.uk

This email address is inserted into the user details in User Management (either the ADMIN user or another admin level user specifically setup for the CMS) and also under mail setup as the USER.

SMTP Details:

When sending alarm emails to the CMS the VXM needs to use the CMS's own virtual SMTP server details. This is an IP address given to you by the CMS and is unique to each CMS. It differs from a standard SMTP server as only this server can receive the alarm information; this makes it very secure but also very quick, nearly instantaneous.

The address needs to be inserted into the mail settings on the DVR (SMTP server) security may or may not be switched on depending on the CMS but they will give you the correct details on application.

Details you will need to give to the CMS.

IP Address:

The CMS will require the external IP address of your system, if your customer has a static IP address this will be the address given to them by their Internet Service Provider (ISP). If your customer has a dynamic IP address then you will need to use the VXH264's DNS service. Please follow the instruction in the manual to set this feature up.

Port Number:

The default Port number the VHX264 uses to redirect traffic through a Firewall is 6200. This port will need to be given to the CMS and a Firewall rule will need to be set up on the router to redirect this to the local IP Address of the VHX264. It is possible if required to change this port number within the VHX264.

User Name and Password:

The CMS will require a User Name and Password for the system, this could be the default user but you could also setup a new user for the CMS.

These details will need to be given to the CMS in order for them to connect to the system.

Programming the system:

In order to send emails to the CMS, you will need to setup external detection to activate the email system. Once you have installed the detection (PIR, Active Beams etc...) you program the DVR in the Alarm/Events section of the menu.

Note: In order for the VHX264 to send emails on an event action the DVR needs to record on this event e.g. If the DVR receives an alarm it will need to record in alarm in order to send an email. This applies to all events alarms and motion.

Email Notification can be setup for Alarm, Motion, Video Loss and HDD alarm. Most CMS's will only accept Alarm and Video Loss alarms, but you will need to verify this with your chosen CMS. You will also need to set the email notification interval/frequency to 0.

The Technical Staff at Videcon PLC are fully conversant with the programming of the VHX264 and are always on hand to help.

Direct Technical Support is available on 01924 528004. Please be aware if your problem is concerning the CMS connection we can only check the connection using the VHX264's generic software (VHX264 Remote Client) and not the Immix alarm software, this will however establish if the VHX264 is working correctly.