



TZO DVR Consulting Services – DVR Networking Questionnaire:

IMPORTANT: Please review and make sure you know the answers to the questions below before requesting TZO DVR Consulting Services. In order to assist you, TZO needs to understand your DVR and network setup to evaluate the issues.

Your DVR Brand Name, Model of DVR _____

Is your DVR is installed, up and running and recording video? _____

Please write down the INTERNAL DVR IP Address _____
(For Example: the IP the DVR gets from your router)

Is the DVR set to a Static IP or is the DVR set to DHCP? _____

Does the DVR work internally for remote viewing: _____
(For Example: Can you access from another PC on the network and see the video?)

How are your accessing the DVR - Browser or Application provided with the DVR?

If using a browser: What Browser? What Version of the browser? _____

If you are using a Custom DVR application, What App and Version? _____

ISP name and connection Type? _____
*If using DSL, please write down the DSL modem type Contact ISP and have them make sure DSL modem is in BRIDGE MODE

Do you have a Static or Dynamic IP address from your ISP? _____

Do you have a Cable/DSL Router Installed? _____

If so, what type/Brand Name of router _____

Router Model Number _____ and Firmware Version _____

Router INTERNAL IP Address _____

Router username/password _____/_____

Is Remote Management enabled on the router? _____

If so, what port is Remote Management enabled on? _____

Contact TZO at <http://www.tzo.com>
TZO.COM DVR Center: <http://www.tzo.com/dvr/>

Email Support: Support@tzo.com
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TZO Phone Ordering: Toll Free in US and Canada – 877-433-6865
TZO Phone Support: 978-433-6865