

# Program and Control over internet ...

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[icsound](#) 1 posts since

Nov 16, 2009 Hi All

I've been looking at programming a job in another country that is connected to one of my contractors. Its the kind of job that might need a few return trips to alter programming however I'm not all that keen in knocking out a few days every time they want the level of an input adjusted.

I'm looking at setting up a remote access to the Audia through a web connection.

I'm used to using VPN for MTSi Amps and the odd email access but I have never tried working with an Audia. Is there an easy/better way of doing this?

obviously it would be better if the Audia wasn't connected to the whole network but rather had a direct path to the web but if this is not possible, how easy would it be to set up.

any and all responses welcome. step by step instructions would be a life and time saver.

cheers



[Steve-O](#) 11 posts since

Jun 12, 2008 **1. Re: Program and Control over internet** Nov 25, 2009 7:33 AM

Hi there,

We use Audia and Nexia systems all over the country and the way we work it goes as follows:

1. We purchase a refurbished computer (usually from MicroCenter) that runs XP Pro
2. We connect the computer to the Audia/Nexia and create our own network within the building
3. We work with the IT dept of the store to do one of two things:
  - a: route an external IP directly to our computer's internal IP or
  - b: install a second NIC and connect our computer directly to the modem and program the second NIC to have an external IP that is in their lease range

Using this system I do everything from daVinci updates to EQ changes to updating the music library. Fell free to email me if you need more specific intructions or just want to throw some ideas around. Good luck.

Steve McCary, CTI, Inc.

<mailto:steve@chillsthills.com>



[mpacker](#) 15 posts since

Jan 7, 2008 **2. Re: Program and Control over internet** Nov 25, 2009 6:19 PM


in response to: [Steve-O](#) Steve-O

Are you using VNC/remote desktop or are you connecting directly from your computer over the WAN to the Biamp devices?



[Steve-O](#) 11 posts since

Jun 12, 2008 3. **Re: Program and Control over internet** Nov 25, 2009 6:40 PM

 in response to: [mpacker](#) I use RealVNC Enterprise Edition so I can see real-time the daVinci that they see. It helps if I'm on the phone with them and need to show them something. If I'm doing programming changes during off hours I might use RDC but since it logs out the current user and then they would have to log back in, it's easier if they never know I was on.


Also, I'm not sure what you meant by connecting to the Biamp device over WAN, but you have to either use a VPN connection or a computer on the site. This is because the Biamp devices do not support NAT, so you can't connect directly to them. Bummer, I know.

Steve McCary, CTI, Inc.



[mpacker](#) 15 posts since

Jan 7, 2008 4. **Re: Program and Control over internet** Nov 25, 2009 7:23 PM

 in response to: [Steve-O](#) Yes, indeed a VPN is usually required and is the most trouble free way to connect directly from Audia/Nexia/daVinci software to the devices over a remote connection. VNC as you describe also has the advantages that you mentioned.


At Biamp we often hear of people using remote connections, to provide enhanced service standard to their clients and for savvy clients to manage their own systems.

How are other people achieving remote connection? If you are using some form of remote connection, please describe it here.



[mdhull](#) 18 posts since

Sep 29, 2008 5. **Re: Program and Control over internet** Dec 1, 2009 11:15 PM

 in response to: [Steve-O](#)

There is of course nothing stopping you from connecting the Biamp unit directly into the client's network, and accessing it via the internet with a correctly configured router and firewall.

If you need to set it up yourself there are some great standalone network appliances, or the small PC with free firewall software like IP Cop or Smoothwall.

My usual problem though with remote setups is hearing the result of changes. Phone lines just don't have the quality to hear if a system is verging on feedback, or compressing too early, or too late etc etc...