Title: DV4/DV2000 Remote administration

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Audience
This document is intended for IT professionals and system administrators.

What this Technical Bulletin Covers
The document will cover some options for remotely accessing a DuVoice system from a remote PC either on the same LAN or from outside via the internet or dial-up access. Please note that DuVoice technical support does not offer support for any 3rd party program that is used for accessing a DuVoice system as you will need to contact the manufacturer of the software for technical assistance.

Remote Access
The DuVoice DV4 and DV2000 turn key systems come with a modem configured for Fax reception and sending that can be setup for remote dialup access (excludes DV kits) the modem can not be used for both fax and remote access. Other methods of web based remote access can be used either through the LAN or off site through the internet via a 3rd party program or web server for any DV4 Dv2000 turnkey or kit. For instructions on converting the duvoice fax port to a remote dialup modem port please reference DuVoice technical bulletin TB000019

Remote Access Suggestions

· Carbon Copy

  Carbon Copy will need to be installed on the DuVoice system as well as the PC that will be remotely connected to administer it. The program Carbon Copy can be purchased through DuVoice or any DuVoice reseller. The Carbon Copy program can use either dial-up or web access. To setup the DuVoice system for dialup access you will need to refer to TB000019, which is located on the DuVoice system or at http://support.duvoice.com. If the DuVoice system has only the fax modem that is included on the turn-key system, you can not use the modem for both faxing and remote access. For web access you will need either an outside static IP address or have the sites IT department setup port forwarding from outside.

· VNC

  The VNC program can be downloaded from the web and needs to be installed on both the DuVoice and the remote PC. This will require certain firewall ports to be allowed traffic and the DuVoice PC will need a TCP/IP port forwarded to it in order to allow outside control. For inside control, once installed you can simply enter the internal IP address to access.
• **Windows XP Remote Desktop**

Microsoft Windows XP Pro includes a program that can be used for remote administration called Remote Desktop. This is not enabled by default by DuVoice and will require the technician on-site to enable it through the control panel of windows. Once you have configured the software you can access by running the program and entering the IP address of the system. This is typically used inside a network and not setup for outside access.

• **PC Anywhere**

PC Anywhere will need to be installed on the DuVoice system as well as the PC that will be remotely connected to administer. The program PC Anywhere can be purchased online or at most PC software retailers. The PC Anywhere program can use either dialup or web access. To setup the DuVoice system for dialup access you will need to refer to TB000019 which is located on the DuVoice system or at [http://support.duvoice.com](http://support.duvoice.com). If the DuVoice system has only the fax modem that is included on the turn-key system you can not use the modem for both faxing and remote access. For web access you will need either an outside static IP address or have the sites IT department setup port forwarding from outside.

• **Gotomypc.com**

The web server based remote program gotomypc.com is a popular access method because it has less network configuration and you can access the pc from any pc that has internet access. This is a billable service from gotomypc.com but has been proven to be a fast and flexible option. Please go to the website [www.gotomypc.com](http://www.gotomypc.com) for order info and demonstrations.

**Conclusion**

For further technical information, check out our website [http://support.duvoice.com](http://support.duvoice.com). If you are still having problems call DuVoice Technical Support at (425) 250-2393. DuVoice Technical Support is available Monday - Friday 8am - 5pm Pacific Time.