

the client wants to view the DVR/NVR/IP camera(s).

3. Not performing a pre-installation survey of the client's network and Internet connection.

You are shooting blindly if you don't know how your client's network and Internet are configured. You may well forget a critical piece of hardware if you don't know that it's required to make your devices work on that particular network. A sample networking survey form is available at my website, www.slaytonsolutionsltd.com. If the customer is to have IP physical security devices installed on their network, the alarm company salesperson should go over the survey with the client and gather all available information about the network and broadband connection to be used. With accurate data from the survey, the system installation can be properly planned and executed in a timely fashion, saving your company labor cost overruns.

4. Not demonstrating how IP security video will appear on the client's PC/laptop/handheld viewing device.

IP video over the Internet is not the same as the HD quality television that our clients and we are accustomed to from a home TV. The available bandwidth for Internet video most likely will allow approximately 3 to 5 frames per second of reasonable-quality video images. It is critical that the salesperson demonstrates to the customer what they are going to see when they communicate with an IP camera. The most effective way to do this is for the installing company to install IP cameras in their office and connect them to the Internet. These cameras then can be used to show the customer the quality of video that they likely will view after the installation is complete.

5. Not testing all cable and connectors.

As was vividly demonstrated to me during a recent ESNT certification class held at ADS in Nashville, Tenn., it is very important to test all cables and con-

nectors on the network, and make sure that RJ-45 plugs are solidly inserted into devices and switch ports. Cables that have been disconnected/reconnected many times often develop a failure of the locking spring clip on the connec-

tor, and those cables may slide out of a switch port a fraction of an inch. This is just enough to make your devices non-functional. Whether you have installed the cable or are using existing cables, make sure that they are properly ter-