



Video Solutions for Security Professionals™

CASE STUDY



At a Glance:

Market:

Retail

Location:

Houston, Texas

Application:

LTS DVR used to record business transactions at retailer

Case Study: LTS DVR Compatible with Vivonet POS Solution

Introduction

Beverage retailer, Daiquiri Shack, prides itself on making customers happy with specialty drinks. Mixologists know how to craft high quality frozen or iced alcoholic beverages. Signature drinks mixologists enjoy making include: Texan, Louisiana Lemonade, and Slurricane. Mixologists also serve other frozen drinks, and beer. With having so many customers ordering drinks and enjoying themselves in the store, the owners of Daiquiri Shack wanted an effective POS system that recorded all the transactions at the register to ensure customers and even employees weren't stealing.

marketing@LTSecurityinc.com | LTSecurityinc.com

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Challenge

They already had a current POS setup with Vivonet, a Windows XP based system with four COM ports. Their POS solution needed a DVR to record all register transactions in the bar area. The installer suggested an LTS DVR because it's easy to use and could playback purchase histories or past transactions with a text overlay on the video in very clear details, should there be any circumstances involving theft. The challenge was getting the Vivonet system to communicate with the DVR. The receipt printer was connected to the POS through a USB connection. At first, the installer tried to use an LTS POS IP server. The Vivonet tech wasn't sure about the COM port settings. It was hard for the installer to determine if data was actually coming from the COM port because it's a PC Windows XP based system.

Featured Products:

(LTD8316T-FA) Platinum
Professional Level 16
Channel HD-TVI DVR 1U



Solution

The installer walked through a virtual printer setup with the Vivonet tech on the POS computer, and they were able to print a text notepad file to the DVR, a Platinum Professional Level 16 Channel HD-TVI DVR 1U, LTD8316T-FA. The Vivonet tech created a kitchen printer on the POS side and sent a test message (testing the DVR) through the POS brain which started communications between the system and DVR. The Vivonet tech made the kitchen printer and the receipt printer as the main printers.

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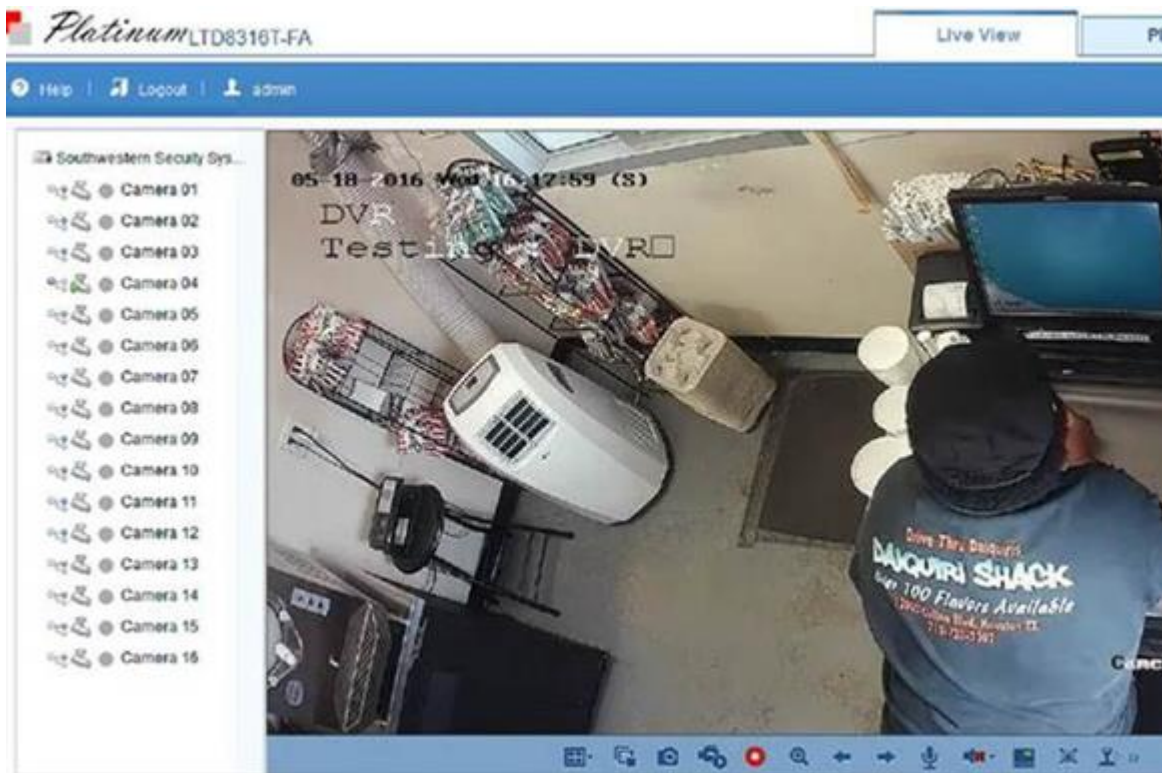


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Results

Daiquiri Shack owners were satisfied with the Platinum Professional Level 16 Channel HD-TVI DVR 1U, and their installer who worked hard to find a solution. They were also impressed with the system being compatible with the DVR.



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