IP Setup Document

Step 1: Get the answers to the following questions from the customer. These answers are required to proceed to Step 2, with no exceptions.

A.) Are you the homeowner or the installer?
(If they say both we do not provide free support, they must be an actual installer/dealer installing this for a customer)

B.) Router Brand:
    Router Part Number:
    Router Username:
    Router Password:

C.) Modem Brand:
    Modem Part Number:
    Modem Username:
    Modem Password:

D.) WAN IP: (Have customer go to www.ipchicken.com for this number)

E.) DVR Username (if default, it is admin)
    DVR Password (if default, it is 123456)

F.) Ask the customer if they have a Static or Dynamic IP address

Step 2: Verify the customer has the right equipment to set up the IP Camera

A.) Verify the customer has a CAT5 cable plugged into the IP Camera from the router or switch

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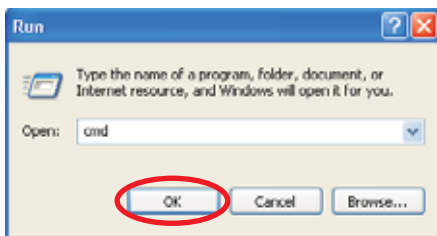| Title		
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Step 2: Describe the following steps to the customer**:**

A.) Click the 'Run' icon on your computer.

B.) Type in 'cmd' and press enter on your keyboard, or press ok.
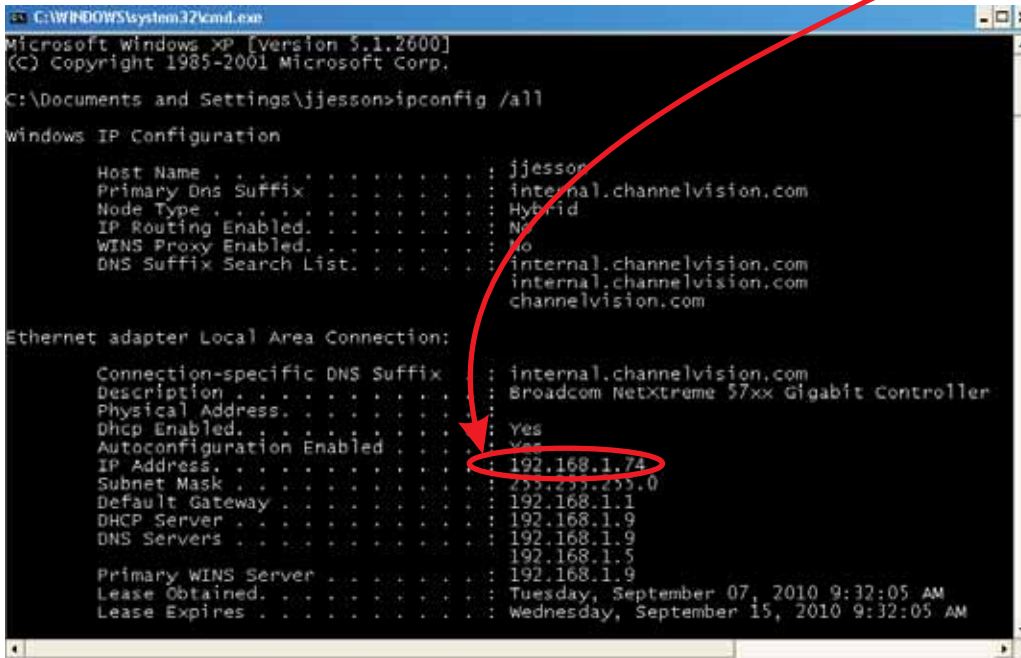
C.) Type in 'ipconfig /all' into the Dos prompt that appears. Press enter.

D.) Write down your computer's IP address**.**
For example, this computer's IP address is 192.168.1.74.
This is for reference only. Do not put this IP address into the IP Camera.

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D.) Copy/write down the following information from the Dos prompt:

1.) Default Gateway (Example 192.168.1.1)
2.) DNS Server (if 2 servers, use the first one, for example 192.168.1.9)
3.) Subnet Mask (Example 255.255.255.0)

```
C:\WINDOWS\system32\cmd.exe

Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\jjesson>ipconfig /all

Windows IP Configuration

        Host Name . . . . . . . . . . . . : jjesson
        Primary Dns Suffix  . . . . . . . : internal.channelvision.com
        Node Type . . . . . . . . . . . . : Hybrid
        IP Routing Enabled. . . . . . . . : No
        WINS Proxy Enabled. . . . . . . . : No
        DNS Suffix Search List. . . . . . : internal.channelvision.com
                                            internal.channelvision.com
                                            channelvision.com

Ethernet adapter Local Area Connection:

        Connection-specific DNS Suffix  . : internal.channelvision.com
        Description . . . . . . . . . . . : Broadcom NetXtreme 57xx Gigabit Controller
        Physical Address. . . . . . . . . :
        Dhcp Enabled. . . . . . . . . . . : Yes
        Autoconfiguration Enabled . . . . : Yes
        IP Address. . . . . . . . . . . . : 192.168.1.74
        Subnet Mask . . . . . . . . . . . : 255.255.255.0
        Default Gateway . . . . . . . . . : 192.168.1.1
        DHCP Server . . . . . . . . . . . : 192.168.1.9
        DNS Servers . . . . . . . . . . . : 192.168.1.9
                                            192.168.1.5
        Primary WINS Server . . . . . . . : 192.168.1.9
        Lease Obtained. . . . . . . . . . : Tuesday, September 07, 2010 9:32:05 AM
        Lease Expires . . . . . . . . . . : Wednesday, September 15, 2010 9:32:05 AM
```

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Step 3:

1.) Connect the IP camera to the switch/router.
2.) Power on the IP camera.
3.) Open "IP Installer" (Comes on the disk that came with the camera)
4.) Press "Search"
5.) Click on the "Server name" that is found in IP Installer.

IP Installer V2.2

Device lists:

○ Static   ○ DHCP

Server Name	IP Address
DVR-16	192.168.001.196
DVR-04H	192.168.001.220
DVR-08	192.168.001.246
6522	192.168.001.208
6521	192.168.001.205
W-1001	192.168.001.207
DVR-8 (With HDD)	192.168.001.231

Name		6522		
IP	192	168	1	208
Netmask	255	255	255	0
Gateway	192	168	1	1
DNS 1	192	168	1	9
DNS 2	192	168	1	5
Port1		8006		
MAC		00:0F:0D:21:7B:35		

Search Device   Submit

To Change Device Name, IP address, and Gateway:
1.Select the device on the left side.
2.Change network parameter on the right side.
3.Press Submit button.
4.Press ISearch Devicel to re-search again.
5.Double click the device to open it.

Exit

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10.) Make sure **"Static"** is selected at top.

11.) Assign an IP address to the IP Camera by using the first 3 sets of numbers of your default gateway.

Use exactly the same 3 sets of numbers as your default gateway that you wrote down.
For Example: If the default gateway is 192.168.1.1
Then the IP Camera's IP Address will start with 192.168.1._
Note: Last set of numbers are called the host number, not entered yet.
For the host number, be sure to assign a different number than your computer's host number
(2-250) Complete the IP Camera's IP address by entering a host number (last digits).
Complete the IP Camera's IP address by entering a host number (last digits).

12.) Enter the information you wrote down from Step 2 on page 3.
    A.) Subnet Mask
    B.) (Default) Gateway
    C.) DNS (Server)
    D.) Port (Channel Vision recommends 8000

13.) After entering the information**,** click "Submit"

14.) (Example) Open http://192.168.1.208:8000 in Internet Explorer
http://(Your IP Camera's IP):(port you assigned**)**

IP Installer V2.2			

Device lists:

Server Name	IP Address
DVR-16	192.168.001.196
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DVR-8 (With HDD)	192.168.001.231

◉ Static   ○ DHCP

Name			6522	
IP	192	168	1	208
Netmask	255	255	255	0
Gateway	192	168	1	1
DNS 1	192	168	1	9
DNS 2	192	168	1	5
Port1			8006	
MAC		00:0F:0D:21:7B:35		

Search Device   Submit

To Change Device Name, IP address, and Gateway:
1. Select the device on the left side.
2. Change network parameter on the right side.
3. Press Submit button.
4. Press ISearch Devicel to re-search again.
5. Double click the device to open it.

Exit

IP Setup Document

21.) The first time you connect to the IP Camera through Internet Explorer, it will ask you to install the ActiveX control on your computer. Internet Explorer 6,7,8, or 9 must be used with this ActiveX control. However, IE 6 is very old, and will not always work. If the ActiveX control does not load, please go to "Tools" "Internet Options", then "Security" then "Custom Level" Every area that mentions ActiveX should be "Prompt" unless it is already set to enable or disable.
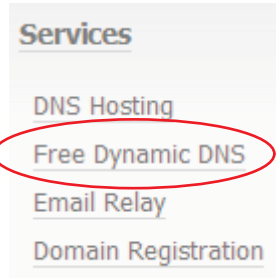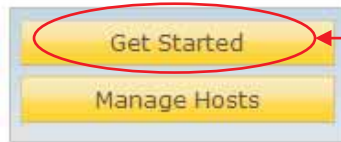
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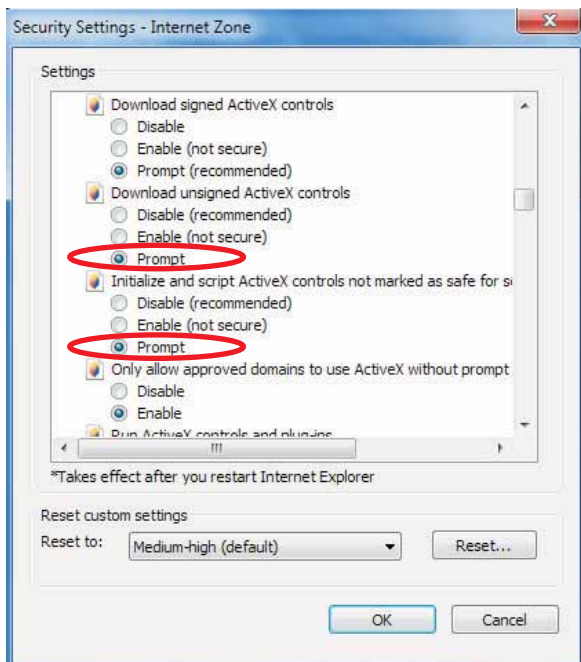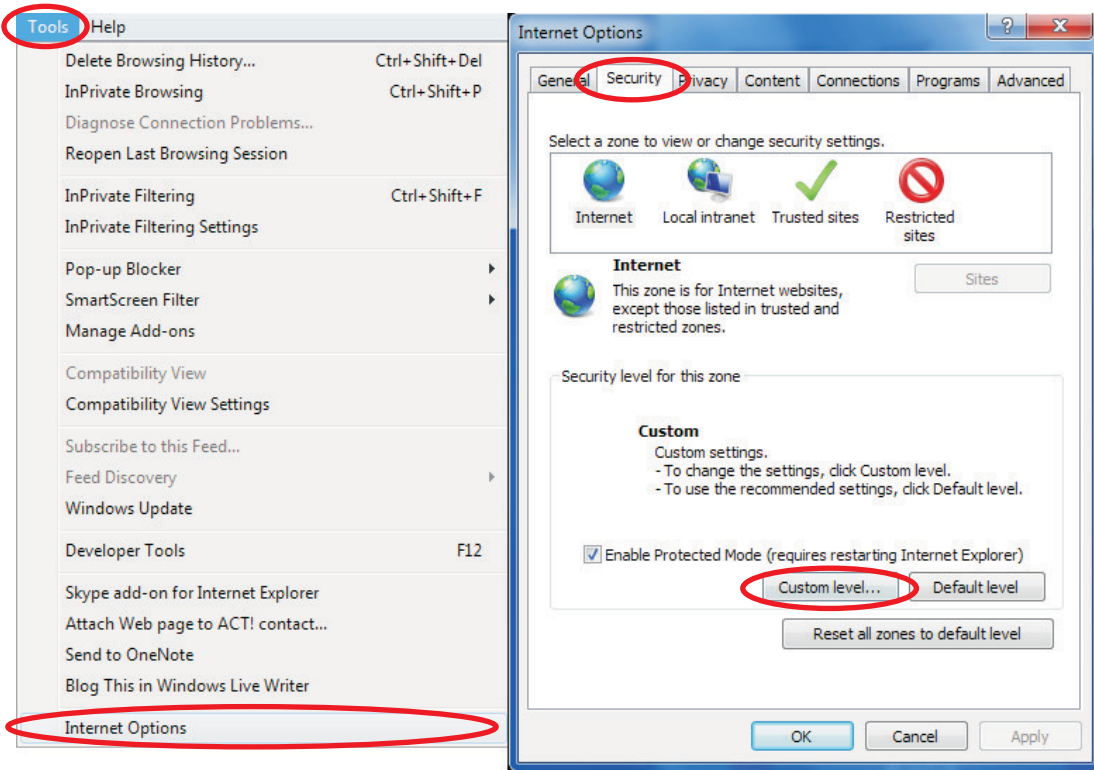
DDNS Setup

Step 4: Go to the following web address: www.dyndns.com**.**

1.) Scroll down, and click the "Free Dynamic DNS" option.

Services

DNS Hosting
Free Dynamic DNS
Email Relay
Domain Registration

2.) Click the "Get Started" Icon.

Get Started

Manage Hosts

IMPORTANT NOTE: YOU WILL NEED TO CREATE A FREE ACCOUNT WITH DYNDNS.ORG

DDNS Setup

3.) Under "Hostname" chose a name for the DVR. Make sure to chose the dyndns.org option

4.) "For Service Type" select "Host With IP Address"**.**

5.) Click "Use auto detected IP Address"
(Same number can be found at www.ipchicken.com)

6.) Click "Add To Cart"

DDNS Setup

7.) Click Next.

Shopping Cart

Your cart contains **free services only**. You will not be asked for credit card information.

Dynamic DNS Hosts

customerdvrname.dyndns.org	-	remove	$0.00

Please enter coupons in the box below and click "Add Coupon".

[ ] Add Coupon	Sub-Total:	$0.00

	Order Total:	$0.00

Next >>

8.) Click "Activate Services"

Free Services Checkout

Once you have confirmed the contents of your cart your services will be instantly activated.

Service	Period	Price
Dynamic DNS Hosts		
customerdvrname.dyndns.org	-	$0.00
Sub-Total:		$0.00

Activate Services >>

9.) Copy "customerdvrname.dyndns.org"
Please note: Your DVR web address WILL be different than "customer name".
You must choose your own name for the DVR.

DDNS Setup

10.) Now, add the DDNS information into the IP Camera. When on the network page of the IP Camera, click or select the "DDNS" button.

11.) Click "Apply"

Note:

1. Schedule Update: Depends on the input time of Schedule Update, it will update DDNS's web site automatically. The time range is from 5 to 5000 minutes.
   *0: It will not update.
2. dyndns.org & 3322.org: Update once per day is recommended (1440 minutes per day). If updated too frequently, it will be blocked.

Port Forwarding

Many routers have the ability to port forward your IP Camera allowing access to the IP camera from anywhere in the world. Below are some basic examples of port forwarding.
The **example** below is of a SMC router.
This must be completed to view on any device outside of your home or office network.

Forward your router to forward a port (such as port 5400) to the internal IP address of the IP Camera Using the SMC router interface, click Advanced Setup.

Click NAT and the Virtual Server page should appear as shown below.
(Other routers should have a similar interface)

Port Forwarding SMC Router

Enter the address of the DVR

Designate a port (should be the same port you set on the DVR)

Check box to enable forwarding

ID	IP Address	Port's	Data Type	Enable
1	192.168.2. 206	5400	TCP ▼	✔
2	192.168.2.		TCP ▼	☐
3	192.168.2.		TCP ▼	☐

Choose TCP from the drop down box
(Transmission Control Protocol)

Note: the address shown above is just an example.
To activate the changes, scroll to the bottom of the page and click "Apply" and then "Restart".

1. Click
RESTART

2. Click
APPLY

RESTART   HELP   APPLY   CANCEL

Saved! The change doesn't take effective until rebooting!

Port Forwarding

Below are several points of reference regarding port forwarding.

1.) **Http://en.wikipedia.org/wiki/Port_forward**
The wikipedia page explains what port forwarding is, how it is used and what its applications are.
This website is not affiliated with Channel Vision.

2.) **Http://screenshots.portforward.com/**
This website contains picture by picture walkthroughs on how to port forward most routers on the market.
This website is not affiliated with Channel Vision.

Port Forwarding LG Routers

In the example below, there is a IP Camera running on port 8002 on the LAN.

1.) Add the IP information, including the desired port into the port forwarding tab of "advanced" in the router
2.) Check "Enable Port Forwarding".

☑ **Enable Port Forwarding**

Description :	IP Camera
Local IP :	192.168.2.64
Protocol :	Both ▼
Local Port :	8002
Public Port :	8002

Add   Reset

3.) Click 'Add".
4.) Click "Select".

Current Port Forwarding Table :

NO.	Description	Local IP	Local Port	Type	Public Port	Select
1	IP Camera	192.168.2.64	8002	BOTH	8002	☐

Delete Selected   Delete All   Reset

Apply   Cancel

5.) Select "Apply" to enable your new port forwarding rule

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Common Issues

Over the course of setting up hundreds of DVR's and IP Cameras, we have found some routers to be problem routers.
Some are companies, some are just general things to look out for. Below are a list of things to note.

1.) 2Wire modem/router combinations do not work the normal way with this DVR/IP Camera.
You cannot set up the IP Camera on "LAN" and must select "DHCP" in IP Installer.
Once you do this, there is a good chance that the IP Camera will show up in the **2Wire** router, allowing you to port forward the IP Camera. If you give the IP Camera a LAN address, the **2Wire** router will not detect it, and you cannot port forward it.

2.) Port forwarding does not work in all routers. Sometimes, a router flat out doesn't have the ability to do port forwarding. This is very rare. However, they do exist.

3.) Port forwarding may not work in a router because it is defective. It is always possible, though very rare, that the router the customer has is defective when it comes to port forwarding

4.) Lets say you already port forwarded the router, and IP Camera should be working outside of the network. Inside of the network, the IP Camera works, however, the IP Camera does not work externally.
There are many reasons this could happen, but here are the 2 most common causes of something like that**:**

A.) The IP Camera network page is not set up properly. For example, maybe they are missing the DNS server, or the subnet mask is wrong. It will still connect internally usually, but not externally.

B.) The customer unknowingly has 2 routers. No matter what you do, you cannot have 2 routers in a network if you wish to view the IP Camera outside of the network. The only exception to this is if one router is completely disabled, being used only as a wireless access point

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